



The Future of Education



International Student Handbook

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National Provider RTO No: 31915
CRICOS No: 03320D

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1.0 Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the Standards for Registered Training Organisations (RTOs) 2015. This ensures the quality of vocational education and training throughout Australia.

Future Academy assures the protection of student fees through membership to the Australian Federal Governments Tuition Protection Scheme.

2.0 Mission Philosophy and Vision

The mission of Future Academy is to be a leading academic College in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

Future Academy believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. Future Academy believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to international education and Future Academy intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

3.0 Ethics

Future Academy undertakes to act at all times in an ethical manner. All activities of Future Academy are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

4.0 Client Services

Future Academy is committed to high standards in the provision of vocational education and training and other services to all Future Academy clients. Students are able to rely upon the support of the College, if you need assistance in any matter please call us on 1300 827 188. This number is

monitored Mon-Fri 9am to 5pm, or you can email us at info@futureacademy.edu.au 24/7 and one of our staff members will help you.

5.0 Student Protection through Legislation

Future Academy follows all relevant Commonwealth and State laws as detailed below:

Commonwealth of Australia Acts

- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students Act – 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010.
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workplace Surveillance Act 2005

State Based Legislation

For NSW:

- NSW Anti-discrimination Act (1977)

- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Regulations and Codes

- Education Services for Overseas Students Act 2000 - National Code 2018 (7 March 2007)

Useful Websites:

National Code Explanatory Guide:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

All students may have access to any details concerning legislative requirements, Australian Qualifications and Training College and course information upon request to management.

Staff can access the legislation if desired at:

- Federal Government Legislation: <http://www.austlii.edu.au>
- State Government Legislation: www.legislation.nsw.gov.au

Additional Information can be gained from:

ESOS Act support page:

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

For QLD:

- QLD Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- QLD Commission for Children and Young People Act 1998.

Regulations and Codes

- Education Services for Overseas Students Act 2000 - National Code 2018 (7 March 2007)

Useful Websites:

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Staff can access the legislation if desired at:

- Federal Government Legislation: <http://www.austlii.edu.au>
- State Government Legislation: www.legislation.QLD.gov.au

Additional Information can be gained from:

ESOS Act support page:

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

6.0 Dissemination of Legislative Information Future Academy and Course Information

Information covering all legislative requirements, Future Academy and course details, including Policy documentation is disseminated to all students as both pre and post registration information through the following:

- Future Academy Policy Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student memos and notices
- Student Meetings
- Student and Staff notice boards
- Mail outs
- Future Academy Brochure, Posters
- Future Academy Website
- Reception

All students may have access to any details concerning legislative requirements, Future Academy and course information upon request to management.

6.1 Critical Incidents

Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of Future Academy community. A Critical Incident is defined as a traumatic event where the physical safety or life of a student or staff member is threatened examples may include personal assault, an armed robbery, hostage situation act of violence, accident, natural disaster or suicide.

This policy would also apply for people who were witnesses to, or were involved in a critical incident. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.

Future Academy has a responsibility to abide by relevant Acts of Parliament such as Workplace and Safety Act 1995, Freedom of Information Act (Commonwealth) 1982.

Future Academy has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.

Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore it is the policy of Future Academy to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- Enables Future Academy community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.
- Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- Encourages the early identification of potentially critical incidents within Future Academy.
- Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.
- Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- Provides appropriate assistance to people who may require longer term assistance.
- Ensures ongoing training, support and review for staff

All staff of Future Academy will act as an immediate “Point of Contact” for all critical incidents. They

will then refer the student to the CRICOS Coordinators. The CRICOS Coordinators are the designated point of contact for all critical incidents. This is for students, student's family and friends, Emergency services and for Media.

6.2 Access and Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. Future Academy prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

6.3 WH&S

The safety of staff and clients is of primary importance. Future Academy observes all Workplace Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WH&S considerations when planning and delivering training, and students will be advised of the WH&S requirements of their programs and supervised accordingly.

6.4 Catering to Diverse Student Learning Needs

Future Academy aims to identify and respond to the learning needs of all students. It is Future Academy policy that all Trainers are to identify, at the start of training, the learning and assessment needs of their students. Initial efforts to identify learning needs through the recruitment and enrolment process. Additional efforts and clarification of need are undertaken through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The Trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. Future Academy helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, Trainer discussion and an open invitation to approach staff with suggestions at any stage. Again, these strategies provide staff with the required student-based information for use in designing client training, facilities and services and assessment strategies

6.5 Communication (Language, Numeracy & Literacy) Support

Our courses incorporate units which focus on communication skills; moreover, language, literacy and numeracy support is accessible to all Future Academy students and can be organized on a case-by- case basis during student orientation or at any point during the course.

6.6 Cancellation & Refund Policy

Refund Policy

All refunds are subject to the guidelines outlined in Future Academy's Student Refund Policy below. Students are strongly advised to consult the Refund Policy before:

- withdrawing from a subject
- withdrawing from a Programme

Please note: Future Academy reserves the right to change its fees, conditions, Course times or Course commencement dates.

Refund Policy - Student Default

Student default relates to an overseas student or an intending overseas student if:

1. The Course starts on the agreed start date but:
 - a. the student does not start on the agreed start date and has not previously withdrawn from the Course or advised of visa cancellations in writing within an agreed time period prior to the Course start date, or the student cancels or withdraws from the Course either before or after the agreed starting date; zero% refund applies;
 - b. 75% refund applies (less enrolment fee) if the student cancels 28+ days before the Course starts and 50% refund applies if the student cancels within 28 days before the Course starts. A full refund will be given (minus enrolment fees) for students who withdraw more than 10 weeks before course start date.

The agreed starting date is the date the Course was scheduled to start, or a later date agreed between the College and the student.

100% refund applies, but not including the enrolment processing fee, if the student visa was refused by Department of Home Affairs.

2. The College will make a refund in Australian Dollars only and within 4 weeks of receiving a written claim by the student in accordance with the [Fees and Refunds Policy and Procedures on our website](#).

3. All refund considerations will be strictly limited to the total of monies which the College has actually received. The refund calculation will **not** include:

- Registration fee,
- OSHC,
- expenses for travel;
- bank charges;
- accommodation and
- other domestic services that cannot be offset by providing the services to someone else; ie:
 - the cost of books;
 - equipment and
 - other materials needed for the Course;
 - Proportion of Course money received for the proportion of the Course provided to the student before the default date;
 - agents' commission paid either directly by the student or through the College on behalf of the student whether the commission was paid before or after monies were received by the College.

4. The College will make the refund available to either the student or the student's representative as identified in the application form as per the ESOS Act Regulation 3.19.

5. Course and other fees are not transferable to another student or institution.

6. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.

7. All applications for refund must be made by the student in writing using the Future Academy refund application form and submitted to the CRICOS Manager for review.

8. If a student's transfer to another provider is approved, he or she is subject to the normal refund policy conditions.

Refund Policy - Provider Default

Refunds in situations of Provider Default are covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001 and the ESOS Amendment (Re-registration of Providers and Other Measures) Act 2010.

If the College does not offer a Course on the advertised start date, terminates a Course after the Course start date or before the Course completion date or does not provide a Course as advertised due to sanctions by any authority or does not provide a Course in full:

The College will pay a full refund which equals the total of the Course money the College

received in respect of the student before the default day, plus the application fee or arrange for placement with an alternative provider. Such refunds will be made within 2 weeks following the default date.

As a member of the Federal Governments Tuition Protection Scheme, if the College is unable to fulfil its obligation to complete a Course, the student will be offered a no cost enrolment in another College.

Note: Students not satisfied with the calculated refund may use the Future Academy Complaints and Appeals procedure and ask for an independent third party to review the calculations.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

In summary, the following guidelines should be noted:

All refunds for international students are required to be paid to the bank account specified on the refund application form or to the person who transferred the money, and students will receive a total refund if:

- the offer of a place is withdrawn by the College
- the course or programme is withdrawn by the College

A student, who for any reason withdraws after the commencement of the Programme, is not eligible for a refund for the term which has already begun.

7.0 Future Academy Entry Requirements

7.1 Student English Levels

All delivery, assessment and instruction are carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon.

Therefore, it is an entry requirement that all registering students must have an IELTS of 5.5, or its equivalent – as evidenced upon registration by submitting an IELTS Test Report or other equivalent.

International Students may not be required to provide evidence of English Language competence where documented evidence can be provided to demonstrate any of the following:

- The student was educated for 5 years in an English-speaking country.
- The student has completed at least 6 months of a Certificate IV level course in an Australian RTO.
- The student has successfully completed a foundation course in Australia.
- The student has successfully completed their High School in English Language.

During the registration process, student orientation and during tuition staff members will identify any student with a possible English problem – either spoken or written. These students will be referred to the CRICOS Manager who will further investigate and will make recommendations on

how to support the student, this may result in recommending suitable English teacher or enrol to additional English course.

If the Student is referred to an English language course provider for a substantive course in English Language, the English language course provider will issue an ECoE for the student and Future Academy will cancel the existing ECoE and issue a new ECoE with a new start and end date. During delivery and assessment Trainers will assist students with English whenever possible especially with jargon and technical terms.

7.2 Student Academic and/or Work Experience Levels

It is an entry requirement that all registering students must have completed a minimum a Cert IV or equivalent or have had a substantive relevant position of at least a year duration unless students are applying for a qualification which is lower than Certificate IV level.

7.3 Student Age & Academic Entry Requirement

Students must be 18 years or older to enroll in a Future Academy course and meet the above entry requirements.

Students also require their own laptop with WIFI connectivity in order to access assessments on Moodle.

7.4 International Students

Future Academy is bound by the

- (a) the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, made under the *Education Services for Overseas Students Act 2000* ("ESOS Act"); and
- (b) the *Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010*.

when dealing with international students. International students are also expected to abide by all current legislative requirements.

7.5 Department of Education

All international students need to be reminded that Department of Education will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on student visas Future Academy must notify Department of Education about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

7.6 Confirmation of Enrolment

Future Academy will only create an ECoE for overseas students on a student visa and who are studying their primary course at Future Academy. Future Academy will issue letters of offer to all intending students.

8.0 Course Progress and Attendance Policy

The policy and related procedures detail the course progress, attendance monitoring, and intervention strategies and Department of Education reporting requirements as required in:

- Standard 9 – Completion within the expected duration of
- study Standard 10 – Monitoring course progress and
- Standard 11 – Monitoring

attendance of the National Code 2018.

These requirements are vitally important, and the student is strongly encouraged to review, question and understand them so that they can ensure their compliance to these requirements. This policy will be communicated to Students and Staff through this manual and the Staff manual, through induction programs and counselling sessions applicable under this policy.

It is expected that each Future Academy student will satisfactorily complete all assessments and that they will attend all classes. The exact requirements are detailed below.

Course Progression Requirements:

Each Future Academy student is expected to satisfactorily complete their course, by demonstrating competency in all the required units of competency in the expected course duration.

Units of competency are commenced and completed within an academic term.

Each unit of competency is assessed by a number of assessments, the accumulated results for these assessments determines if the student is considered competent or not in that unit of competency.

Students are expected to academically progress with their class group (called a cohort). To provide a much opportunity as possible for a student who is facing difficulty within a unit of competency, we have made available time in the student timetable for re-assessments, or supplementary assessments in the term breaks.

Thus rather than have a break between terms, the student who is at risk of not demonstrating competency within a unit of competency can be scheduled additional study and additional assessments to be completed within the term break, and assuming that a satisfactory re-assessment outcome occurs, the student will be able to continue to remain within their cohort and progress with their class and complete the course within the expected course duration.

To ensure satisfactory course progress, student performance will be reviewed at the completion of each assessment process, within the term. Students whose demonstrated accumulative competency indicates an outcome of less than a satisfactory performance in attempted assessments will invoke our **Intervention Strategy**.

The Intervention Strategy involves the student meeting with a CRICOS Coordinator or designated trainer to determine the possible reasons for not achieving competency in the assessments and to determine what assistance, if any, can be provided.

Further, students who fail to demonstrate competency in any re-assessment (ie failed the same assessment twice) will also invoke the **Intervention Strategy**.

As before, the Intervention Strategy is intended to support the student in their studies and where possible determine solutions to the problems.

All Student assessment results are recorded in our Student records database.

Intervention Strategy

It is Future Academy's intention to support their students in the completion of their studies, within the expected course duration thus where required Future Academy will require students to attend mandatory counselling sessions with one the College's CRICOS Coordinators or a designated trainer.

Mandatory Counselling Sessions will occur where:

1. A student is failing to attain successful completion of assessments attempted.
2. A student has failed the initial assessment for a unit and the subsequent re-assessment for that same unit.
3. A student has been issued with two warning letters within a term advising them of their risk of not meeting satisfactory attendance requirements
4. A student has been absent without approval for five or more consecutive days.
5. Other circumstances occur which, in the opinion of the College, the student's satisfactory timely completion of the course of study is in jeopardy.

In all of these occasions the student will be contacted in writing to arrange an appointment with a CRICOS Coordinator or designated trainer to discuss the reasons that the student has failed to meet the College's expectations.

The intention of these meetings is to understand the student's situation and to determine if the College can provide support to the student so that the necessary academic performance can be met.

All reasonable support opportunities will be explored, and the student can bring a support person or translator or other means of assistance as required.

In some circumstances, the College may recommend the student contact an external support agency may make other recommendations.

Where the student has attended the required number of classes, but has not yet demonstrated a suitable competent standard of academic ability, the College may elect to extend the Students ECoE to allow for course completion this is very rare and only occurs as a result of the Intervention Strategy.

We are only able to extend an ECoE in compassionate or compelling circumstances.

In the event of an extension to the ECoE, the variation and the reasons for the variation to the ECoE are to be recorded in the student file and reported via PRISMS.

The details of all mandatory counselling sessions, including the details of the meeting, who

attended and the agreements and recommendations made will be recorded and included in the student file.

Review of Academic Performance

At the end of each term, each student's course progress will be reviewed and students who fail to attain successful completion of all Units of Competency attempted, within that term, after all assessment, reassessment and appeals options have been exhausted will receive a letter notifying them of Future Academy's intention to implement the Intervention Strategy or report the student to Department of Education for not achieving satisfactory course progress.

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

Our process is:

1. Review the student's academic performance at the end of each term.
2. Determine if the student has an academic appeal or a re-assessment in progress.
3. Determine if the student has been included in the Intervention strategy process.
4. If the above three processes are no longer applicable or have been exhausted, inform the student of Future Academy's intention to report the student to Department of Education for not achieving satisfactory course progress.
5. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access our Complaints and Appeals process. If the student accesses this process the reporting to the Secretary of Department of Education shall be placed on hold until the outcome of the Complaint and Appeal process is determined.
6. In the event that:
 - a. the student does not after 20 working days lodge a Complaint or Appeal, or
 - b. the Complaint or Appeal does not alter the original intent to report the student, or
 - c. the student withdraws from the complaint or appeal process

Future Academy will notify Department of Education that the student has failed to achieve satisfactory course progress.

Attendance Requirements:

Each Future Academy student will be issued at orientation with their course timetable; students are expected to attend all their nominated classes.

Absences from classes are to be explained and are not generally permitted except in exceptional circumstances.

The roll will be called at the:

- commencement of each session,

- end of each session
- at the return from break

A student who is missing when the roll is called (or Moodle attendance code is displayed by trainer) will be marked absent from the session.

Thus a student is expected to attend all ten sessions over the five days study per week, and a student who is absent, for a session will only be considered to have attended 90% of study time.

It is a legal requirement of section 19 of the ESOS act (and repeated in the National Code 2018) that a student **MUST** attend at least 80% of their scheduled classes; otherwise they are to be reported to the Secretary of Department of Education through PRISMS of not achieving satisfactory attendance.

Thus if a student misses more two full session in a week, they are in breach of this requirement and will invoke the intervention strategy.

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

Our process is:

1. The roll will be called as outlined above (or Moodle attendance code is displayed). At the end of the day the attendance records will be provided to student administration for entering into the student database.
2. Attendance will be calculated weekly; this is normally 10 available class sessions.
3. Student who have been recorded as absent on two or more occasions in the week will be sent a written letter to the address recorded in our student records as their home address in Sydney and an email will be dispatched.
4. The letter will advise them that they are at risk of falling below the minimum required attendance of 80%.
5. Students who receive two such letters within the one term will invoke the **Intervention Strategy**, (see below) and shall be counselled as to the need for attendance and the possible assistance we can provide to support them.
6. Students who are absent for five consecutive days or more, without approval, will also invoke the **Intervention Strategy** see below.
7. When a student fails to maintain an 80% attendance, without approval, the student will receive from Future Academy a letter informing them of the College's intention to "Report the student for not achieving satisfactory attendance".
8. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access our Complaints and Appeals process. If the student accesses this process the reporting to the Secretary of Department of Education shall be placed on hold until the outcome of the Complaint and Appeal process is determined.

9. In the event that:

- a. the student does not after 20 working days lodge a Complaint or Appeal, or
- b. the Complaint or Appeal does not alter the original intent to report the student, or
- c. the student withdraws from the complaint or appeal process

Future Academy will notify Department of Education that the student has failed to maintain a minimum 80% attendance.

Please Note: Future Academy will not report the student if:

- d. student records clearly indicate that the student is maintaining satisfactory course progress, and
- e. Future Academy can confirm that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled. (This is fourteen sessions per fortnight).

8.1 OSHC

All students who are in Australia on student visas are legally required to obtain OSHC – Overseas Student Health Cover. If students are not previously covered by OSHC, Future Academy will assist students with regards to OSHC.

8.2 Students at Future Academy with dependent children

Students with dependents are reminded that all school age children must attend a government approved school for the duration of their stay in Australia. Schools charge a variety of fees and the student should make provision for these costs in their financial budgets

8.3 Leave Entitlements

It is recommended that all students attend 100% of class time as this is vital for satisfactory academic results. Hence all student leave is to be restricted to the official Future Academy breaks. In cases of exceptional compassionate circumstances beyond the students control (bereavement and sickness) provision may be made for leave entitlements.

In cases of bereavement (death in the family), students must provide Future Academy with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner (with a medical provider number on the certificate). All other certificates are not acceptable. Future Academy must sight original medical certificates before approving medical leave.

8.4 Punctuality

Students should be at Future Academy 15 minutes prior to the start of training and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called (or the Moodle code displayed) will be marked as absent for that session.

8.5 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationery with you and any texts and references that are required.

8.6 Change of Provider

Future Academy will not allow a registered student to transfer from Future Academy within the first 6 months of their course until Future Academy has assessed the student's request to transfer within this restricted period.

Future Academy will grant the student's request where:

- a. The transfer will not be to the detriment of the student.
- b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
- c. The student can register into the other course at an appropriate point in the course
- d. The students current academic progress indicates that the student can manage the new course

Note that:

1. students registered into a course which is less than 6 months in total duration (or an ELICOS Course) are not permitted to transfer to another provider.
2. Students should allow a minimum of 5 working days to assess the student transfer request
3. The Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact Department of Education to seek advice on whether a new student visa is required.
4. If a transfer is granted, Future Academy will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure and provide the student with a written statement.
5. Students may use Future Academy's Complaints and Appeals process or involve an independent 3rd party at any time

6. Where Future Academy does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with the Complaints and appeals process.

9.0 Training delivery

9.1 Competency Based Training

All training at Future Academy is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

9.2 Training Package Requirements

All Future Academy courses comply with the requirements of the nationally endorsed Training Packages. Students may have access to these packages, the course packaging rules, and unit of competency requirements either from Future Academy staff or from the www.training.gov.au website.

9.3 Professional Staff Recruitment

All Future Academy staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. Future Academy follows employment legislation and promotes EEO principles in its recruitment practices.

9.4 Guest Trainers

At Future Academy we recognize the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore, lectures may incorporate guest Trainers from industry or professional association whenever possible.

9.5 Flexible Delivery

Future Academy practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students.

At all times learning at Future Academy will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only

At the start of each delivery unit Trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, magazines and newspapers, video and audio-visual.

Future Academy is an English learning environment and class discussions are to be conducted in English only.

9.6 Excursions

Future Academy encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at Future Academy may also be required to attend excursions as part of certain units.

9.7 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

10.0 Assessment

10.1 Competency Grading

Future Academy follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, or "NYC" – not yet competent. Early withdrawals from a delivery unit will

result in the recording of an 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed. Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.

10.2 Industry Committees

Future Academy liaises with the industry in an effort to confirm that current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers

Future Academy seeks industry contact through industry committees, membership of professional, industry organizations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest Trainers; excursions; use of local media – newspaper, magazines, journals, etc... in training

10.3 Flexible Assessment

Future Academy Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit, Trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc...

10.4 Assessment Moderation

At Future Academy, assessors are required to moderate all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid

To moderate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units, to check the: range, coverage, depth, terminology, duration of questions and answers.

Assessment tasks and results may be moderated by using any of the following strategies:

- Internally moderate against other current assessments tasks and results
- Internally moderate against past assessment tasks and results
- Externally moderate against moderate standard assessment tasks and suggested answers such as in support material
- Moderate against exercises as published in texts and references

10.5 Assessment Recording

The Trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Student Records management system.

10.6 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic 'NYC' will be awarded to any assessment task not submitted.

10.7 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit will be awarded an 'NYC' for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The 'NYC' result will be reconsidered upon the submission of assessment tasks.

10.8 Appeals for Reassessment

All appeals should follow the Complaints, and Appeals process. Appeals regarding assessments will generally be conducted through an interview first with the Trainer and then a CRICOS Coordinator. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

Students wishing to make an appeal should first make an appointment with the Trainer of the subject in question to discuss results and go through tasks. If the matter is not resolved an appointment should be made for an interview with the CRICOS Manager. All appeals are eligible to be heard by an independent party as per the Complaints and Appeals process.

10.9 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Trainers should ensure that group work is appropriate for the task, that a maximum group size is set and that students' list on the covering page each team member's name with a description of individual contributions.

11.0 Recognition of Prior Learning (RPL) and Exemptions

11.1 Recognition of Prior Learning

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the supervising Trainer as appointed by a CRICOS Coordinator may grant RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

11.2 Exemptions and National Recognition

Under national recognition, Future Academy recognises the qualifications issued by other Australian RTOs and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on Future Academy course profiles.

Only a CRICOS Coordinator may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence that may be required.

The granting of RPL may reduce course length and Credit Transfer may reduce course length or cost. In these cases, the Department of Education will be notified as to the new course length or cost. Any adjustments to course price due to RPL or exemptions must go through a CRICOS Coordinator only.

12.0 Registration

12.1 Subject and Course Registration

Students must only register for units that are required for their course and for which they have

successfully completed all prerequisites. Students wishing to register for any other units must obtain permission from a CRICOS Coordinator.

12.2 Fast Tracking

Students wishing to graduate before their expected graduation date may do so by fast tracking their course. Registering for more than the required 20 hours of tuition per week or by undertaking studies outside of Future Academy and submitting the assessment tasks when ready may accomplish this.

Students should note that Future Academy is required to inform Department of Education once the student has completed their course.

12.3 Course/ Program Information

Future Academy provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre registration information
- Student Handbook
- Future Academy and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

12.4 Course Deferral, Cancellations and Exclusions

Deferrals Cancellations and Exclusions

This policy applies to both requests from students and decisions initiated by the management of Future Academy regarding deferral, suspension or cancellation of enrolment. It covers the grounds on which a student's enrolment may be deferred, suspended or cancelled, the evidence that may be required to justify such a decision and the procedures for informing students of decisions and appeal processes open to them and for reporting changes in enrolment status to Department of Education.

Student Initiated Deferral or Suspension:

Deferral of studies by international students are permitted only in compassionate or compelling circumstances such as:

- Serious illness of the student or of a family member back in their home country.
The student may consider it appropriate to defer their studies in the event that they sustain or a close family relative for which they need to care for or accompany sustains as serious injury or illness that will affect their ability to attend classes or study.

- **Compelling or Compassionate Grounds**
This could include a bereavement, or significant civil unrest at home or other personal calamity.

Students will be required to provide evidence of all circumstances for suspension or determent. The maximum period of deferral or suspension is two terms (six months). In some cases the College may recommend that the student apply for a deferment or suspension of studies.

All changes to enrolment status will need to be recorded in the student file and notified to the Secretary of Department of Education via PRISMS as required under section 9 of the ESOS Act.

Future Academy Initiated Suspension or

Cancellation 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, plagiarize or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of academic misconduct if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a Trainer or tutor about their knowledge, ability, or the amount of original work they have done.

This situation could result in the suspension or cancellation of the student's enrolment. All changes to enrolment status will need to be recorded in the student file and in PRISMS.

Repeated or serious instances of academic misconduct may be punished by suspension or cancellation of a student's enrolment.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Future Academy property or the property of others; alters/defaces Future Academy documents or records; prejudices the good name of the Future Academy, or otherwise acts in an improper manner.

Future Academy will report all criminal acts committed by its students to the relevant authorities.

The CEO of Future Academy may impose the penalty of expulsion from Future Academy in the case of physical or verbal abuse of students or staff of Future Academy, repeated or severe misconduct, or criminal acts.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of either general or academic misconduct;
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision;
3. Appeals must be lodged in writing with the **CEO** within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days of the date of receipt of the student's appeal. Enrolment will not be suspended or cancelled until the internal appeals process is exhausted, unless extenuating circumstances apply.

Roles and responsibilities

Administration Staff:

- 1) To receive requests for deferral or suspension of enrolment and appeals against decisions to suspend or cancel enrolment from students or agents and forward them to the CEO;
- 2) To place completed forms and other relevant documents on student files.

CEO:

- 1) To assess requests from students for deferral or suspension of enrolment and evaluate the evidence presented in support of such requests;
- 2) To decide on the imposition of suspension or cancellation of enrolment as a punitive or security measure;
- 3) To evaluate appeals against decisions on deferral or suspension of enrolment;
- 4) To notify Department of Education via PRISMS of deferrals, suspensions or cancellations of enrolment;
- 5) To monitor Future Academy procedures in relation to deferral, suspension and cancellation of enrolment for compliance with Standard 13 of the National Code 2018.

Procedure

Student request for deferral or suspension of enrolment

1. Student submits a written request for deferral or suspension and supporting evidence, to Administration Staff;
2. Administration Staff record receipt of request and forward to CEO;
3. CEO assesses request and evaluates supporting evidence presented;
4. CEO records decision on student diary in database;
5. CEO notifies Department of Education via PRISMS if request is granted;
6. CEO informs student of decision and of their right to access Future Academy Complaints and Appeals Process if request is refused;

7. Upon return to class, student provides any further supporting evidence requested by CEO and consults a CRICOS coordinator regarding units missed and measures to be taken to make up for missed training and assessment;
8. Trainer advises student and CEO if extension of course will be required.

4 Procedure

Suspension or cancellation of enrolment initiated by Future Academy

1. Trainer or other staff member reports student misconduct to CEO;
2. CEO decides on appropriate disciplinary action;
3. CEO informs student of intended action and of their right to access Future Academy Complaints and Appeals Process;
4. If student chooses not to access Future Academy Complaints and Appeals Process, outcome of process supports original Future Academy decision or 'extenuating circumstances relating to the welfare of the student' are deemed to apply, CEO implements decision via PRISMS;
5. Administration Staff place hard copy of PRISMS page, Complaint Form and other relevant documents on student file.

Students should note that deferring, suspending or cancelling their enrolment may affect their Student Visa and that Future Academy must notify the Secretary of DET via PRISMS, as required under section 19 of the ESOS Act where the students enrolment is deferred, temporarily suspended or cancelled.

12.5 Registration on Behalf of Other Students

All students must register in person. This is to sight check all registered students at Future Academy and to provide appropriate academic counselling.

13.0 Orientation

13.1 Student Orientation

All starting students will be taken through a Future Academy orientation conducted by a member of Future Academy staff. It is essential for students to attend these sessions to understand Future Academy's academic system and familiarise themselves with Future Academy facilities and services.

Students must bring their passport, visa and OHSC certificate copy. And a staff will take a photo in order to make their student card. During orientation all queries regarding course structure and timetables will be answered.

13.2 First Day of Class

On the first day of class Trainers will:

- Call out the attendance roll and check the names, student number and registration of each student, and make sure their Moodle account is active
- Direct all students not on the roll to a CRICOS Coordinator
- Explain the attendance and results recording procedure to be used
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students
- Ask students to sign the Student Subject Outline Acknowledgement Sheet
- Ascertain through discussion the learning and assessment needs of the students.
- Identify possible English problems and refer to a CRICOS Coordinator
- Start training

13.3 Structure of Orientation Proceedings

- Students will be directed that if they do not have a copy of their Handbook, they can either get another copy or be directed in the website for a soft copy of Student Handbook
- Students discuss Future Academy and course information
- Students asked to sign Student Induction Form
- Students are informed of the complaint and appeals process
- Students asked to provide visa and passport
- Students registered into classes
- Tour of Future Academy
- Students are guided through the support facilities in the local area by reference to the Student manual and other promotional materials.

13.4 Academic and Vocational Support

Future Academy is committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should contact a CRICOS Coordinator.

The CRICOS coordinator will give information to the student about ELICOS centres that can provide them with language, literacy and numeracy assistance to support their learning and assessment.

If a student has difficulty in learning in the class due to reasons other than English language or literacy and numeracy skills and is unable to meet course requirements, he/she should see their Trainer before or after the class. Future Academy teaching staff will help them and provide them information on services such as;

- Study skills centre
- Supervised study groups
- Tutorial support assistance

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with a CRICOS coordinator who may refer them to services designed to assist students in meeting course requirements and maintaining their attendance.

Clients may receive academic or vocational counselling from a CRICOS coordinator, Trainers or other qualified staff. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to a CRICOS coordinator, depending on the nature of the problem.

Students should contact a College CRICOS coordinator or the Academic Manager on 1300 827 188 to arrange an appointment.

Future Academy will not charge students for its support services; however, students need to be aware of the fees and charges associated with the provision of support services by others.

13.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary a CRICOS coordinator will assist the student to access external professional assistance. All staff will treat clients with courtesy and empathy at all times.

Future Academy will not charge students for its support services; however, students need to be aware of the fees and charges associated with the provision of support services by others.

Counselling services available in the local area include:

For NSW:

**Able Minds Clinical Psychology
Services Bankstown:** Suite 5, 50
Kitchener Parade

Bankstown NSW 2200
Call: 9790 0930 Mobile: 0450 533 052
<http://www.ablemindpsychology.com.au/default.aspx>

Catholic Care Counselling Services Bankstown
Level 3, 2 Meredith St, Bankstown
Phone: (02) 8709 9333

For QLD:
Bowen Hills Psychology
Bowen Hills: 18/7 Oconnell Terrace, Bowen Hills QLD 4006
Mobile: [0400 402 327](tel:0400402327)
<https://bowenhillspsychology.com.au/>

Marie Stopes Bowen Hills
8 Campbell St, Bowen Hills QLD 4006
Phone: [1300 003 707](tel:1300003707)

Students will need to identify any costs or fees associated with provision of Counselling services.

13.6 Student Input and Feedback

All students at Future Academy are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation observation or suggestion or formally through interviews and surveys. Future Academy will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

Future Academy is able to determine and process a student transfer request assessment by a policy and procedure, which is available to staff and students. The policy specifies:

- the circumstances in which a transfer will be granted;
- the circumstances that Future Academy considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and
- a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

14.0 Records Management

14.1 Records

Future Academy maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Memos or file notes regarding the student
- Copies of issued academic records
- Copies of issued attendance records
- Copies of other certificates or awards attained
- Completed assessment tasks

Future Academy ensures through its Records Management Policy the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

14.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation payment schedules, sickness, leave.

- Each student has a unique student number
- Staff can only access electronic files by unique access Codes which have been provided on a need to know basis
- Students can only register for Future Academy, courses, attendance, results and documentation in person
- Student details are only distributed externally to regulatory agencies on formal request and not without Future Academy making every attempt to contact the student first
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- No student details are ever to be given out to other students, agents, businesses etc.

- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

Use of Personal Information

Please recognise that the information provided by the student to the Future Academy, including:

- Student details e.g. personal and contact details,
- Course enrolment details and changes,
- Attendance; academic etc

will be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

Future Academy is required, under s19 of the ESOS Act 2000, to tell Department of Education about: changes to student's enrolment; and any suspected breach by students of student visa conditions relating to attendance or satisfactory academic performance.

14.3 Access to Records by Students

Students have access to personal records on request by completing an office Request Form. In all cases Future Academy will protect the privacy of all client information.

14.4 Change of Student Contact Details

Students are obliged to keep Future Academy informed of their current contact details, such as Australian residential address, email address and mobile telephone number and to inform Future Academy immediately of any change in these details. Students should be advised that if they do not receive any Future Academy or authority correspondence due to incorrect contact details at Future Academy they are fully responsible

14.5 Student Results Recording

Students' results will be recorded on the Student Results Recording Sheet. Results are to be entered at competency unit level. At the conclusion of each subject Trainers will calculate a final

assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the designated CRICOS administrator at the conclusion of the subject for entry into the student database and filing. Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

14.6 Class Rolls and Attendance Recording

Student attendance will be recorded daily on the Class Attendance Rolls or through the Moodle Attendance Module. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from Future Academy premises for any reason. In the case of excursions Trainers will still record attendance on blank rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called (or Moodle code displayed) by the Trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Sick certificates
- Subject changes
- Course changes

14.7 Warning and Reporting

It is the policy of Future Academy to warn and subsequently report all students who do not comply with their Student Visa attendance and academic progress requirements.

As soon student attendance falls below 80% of completed duration (determined monthly) that may result in the student being unable to obtain a minimum of 80% course attendance or falls below 80%, Future Academy will notify the student in writing of its intention to consider activation of the student intervention strategy.

Students who do not comply with all of Future Academy terms and conditions of registration including the non or late payment of Future Academy fees will also receive a warning notification and if the offending behaviour continues will be subject to possible expulsion. In the case of expulsion for a student visa holder – the situation will be reported to Department of Education via PRISMS immediately.

14.8 Complaint and Appeals Policy

Future Academy has developed a comprehensive Complaints and Appeals policies and procedures for both academic and non-academic matters. Students who are concerned about the conduct of Future Academy are encouraged to attempt to resolve their concerns using this complaint procedure. All prospective students will be provided with a copy of the Complaints and Appeals Procedure document before making a contract to enrol and again at course

commencement.

Complaints and Appeals

Future Academy treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about Future Academy, its staff, other learners or third parties and we aim to resolve all complaints within three weeks.

Appeals can be made about any decision, including assessment decisions made by the Future Academy. These, like any complaints are intended to be resolved, where possible within a three week period.

Future Academy will act upon any substantiated complaint or appeals; these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the CRICOS coordinators.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor. Each complainant or appellant has the opportunity to formally present his or her case, at minimal or no cost to him or herself;

Each party may be accompanied and assisted by a support person at any relevant meetings;

The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcomes

The process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.

We resolve the complaint as fast as practical to ensure that the issue does not interfere with the students' studies, visa related issues or any other relevant matters.

The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact a CRICOS coordinator or the CEO.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, a CRICOS coordinator, or the administration staff.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CRICOS Manager, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by a CRICOS coordinator.

Should the nature of the complaint refer to criminal matters or where the welfare of people are in danger, Future Academy will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representatives or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with New South Wales, NSW and Australian Law.

At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at: https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf. For QLD: <https://www.ombudsman.qld.gov.au/>. For WA: <http://www.ombudsman.wa.gov.au/>

The Complainant/Appellant will remain informed of the progress of their complaint or appeal through written correspondence.

Future Academy will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, a CRICOS coordinator, will be responsible for resolving the issue.

This will involve at least:

- a formal interview with the participant and the trainer, a CRICOS coordinator and/or the CEO.
- If the CRICOS coordinator or the CEO and the aggrieved party are unable to resolve the matter, then the matter is to be escalated to a mutually agreeable independent person, such as another trainer within our college, or a trainer/assessor external to Future Academy, or an independent Commercial Mediation Service.

Engagement of the chosen external assistance will be the responsibility of the CEO supported by a CRICOS coordinator as appropriate.

The suitable external trainer or independent Commercial Mediation Service, will need to be agreed upon by the participant, a CRICOS coordinator or CEO.

As stated before, this could be an external Trainer/Assessor arranged by a CRICOS coordinator, the CEO or the participant, or it could include an independent Commercial Mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us> for NSW.

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Fax: +61 2 9251 3733

Email:

infoaus@resolution.institute

For QLD: <https://www.resolution.institute/chapters-groups/qld-brisbane>

The cost of engagement of an External Assessor or the independent Commercial Mediation Service is borne by the participant.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will determine the course of the of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about Future Academy with ASQA. However, please be aware that ASQA is not an advocacy institute for Participants.

You can also escalate your objection to this outcome through the Overseas Students Ombudsman. Further details of this are located at: <https://www.asqa.gov.au/complaints/make-complaint-overseas-students>

The Ombudsman can be contacted at:

For NSW:

- <http://www.ombudsman.gov.au/contact-us>
- Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

For QLD:

- <http://www.ombudsman.gov.au/contact-us>
- Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

A further option available to people and organizations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

Assessment Appeals

In rare circumstances, the participant may object to decisions made by Future Academy, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The response provided by the participant was the response provided in the learning material
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to a CRICOS coordinator:

Independent of who you submit your assessment appeal to, you will be:

3. Provided with a written receipt of your case within one business day,
4. Provided with access to an external review your case with one of:
 - a. An alternative Assessor within Future Academy
 - b. An assessor external to Future Academy
 - c. An Independent Commercial Mediation Service

The choice of which independent mediation process is the participants, however they have significantly different costs.

The cost of engagement of an alternative External Assessor is borne by the participant.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the appeal and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their appeal. Should this process take longer than sixty (60) days we will determine the course of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

You can also escalate your objection to this outcome through the Overseas Students Ombudsman. Further details of this are located at: <https://www.asqa.gov.au/complaints/make-complaint-overseas-students>

The Ombudsman can be contacted at:

- <http://www.ombudsman.gov.au/contact-us>
- Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

A further option available to people and organizations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

The Overseas Students Ombudsman

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education and training in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- considers, free of charge, external appeals under Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

If you have a complaint about your education provider you may take the matter to an independent complaints handling body. This will be the **relevant State Ombudsman** if you are enrolled with a publicly-funded provider or the **Overseas Student Ombudsman** if you are enrolled with a private provider. Visit the relevant state ombudsman’s website or www.oso.gov.au for more information.

- ACT Ombudsman www.ombudsman.act.gov.au
- NSW Ombudsman www.ombo.nsw.gov.au
- Northern Territory Ombudsman www.omb-hcsc.nt.gov.au
- Queensland Ombudsman www.ombudsman.qld.gov.au
- South Australian Ombudsman www.ombudsman.sa.gov.au
- Tasmanian Ombudsman www.ombudsman.tas.gov.au
- Victorian Ombudsman www.ombudsman.vic.gov.au
- Western Australian Ombudsman www.ombudsman.wa.gov.au

15.0 Future Academy Resources

Future Academy maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Future Academy maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
 - Adequate acoustics without disturbance from external noise
 - Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
 - Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
 - Clear sight and hearing from all points and to the point of presentation
 - Flexible layout options appropriate to room size, shape and furniture
 - Pleasing aesthetics
 - Sufficient power points placed appropriately
 - Suitable audio visual and presentation equipment
 - Suitable tools and equipment set up safely and securely
-
- Comfortable, ergonomic chairs, designed for use over a sustained period
 - Student Library
 - Tables that have appropriate space for writing and training activities
 - Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

15.1 Computers and the Internet

Future Academy has a wi-fi network connection. The students will have to supply their own laptops or tablets.

Students are given unlimited access to Internet facilities for educational and study purposes only. Student printing facilities are available at extra cost.

15.2 Future Academy Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as posted on the student notice board.

EMERGENCY AND FIRE EVACUATION STAFF

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of Future Academy if they consider there is any danger to personnel in their immediate vicinity.
- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.
- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.
- Do not use the lifts unless you are directed to by Emergency Personnel.
- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.
- During evacuation doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.
- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.
- Following evacuation each staff member shall post volunteers near building entrances to prevent re- entry by unauthorised persons. Staff Members shall then report to the CEO/CRICOS coordinators or the most senior staff member for further instructions.
- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.
- **Do not leave the assembly area without informing your respective staff member -** Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given and all persons present in the building will be expected to participate.

Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have

evacuated before following.

EMERGENCY AND FIRE EVACUATION

STUDENTS

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and Future Academy staff

DO NOT PANIC

If an emergency condition arises here is what to do:

- **When you hear the fire bell**
- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow Future Academy staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your Trainer will check your name against the class roll
- **Do not return to fire/smoke floor until instructed to do so.**

15.3 Equipment

Equipment is available for Future Academy purposes only by both staff and students. Please ensure that you use all equipment safely and follow WH&S procedures at all times. Get help if there is a problem.

15.4 Texts and References

Future Academy provides the required texts and references required for the course as part of the course fee. The student may choose however to purchase additional texts and references to support their knowledge and understanding.

Bankstown has an excellent public library, that can provide additional references for study purposes. The Library details are:

For NSW:

Bankstown Library

Address: 80 Rickard Rd,
Bankstown NSW 2200 Phone:(02)
9707 9708
Hours: 9am–8pm

For QLD:

New Farm Library

Address: 135 Sydney St, New Farm QLD 4005
Phone: [\(07\) 3403 1062](tel:0734031062)
Hours: 10AM – 6PM

The library, like the College can provide wireless internet capability to allow further study.

16.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification. On completion of delivery units Trainers will submit results to a CRICOS coordinator for entry into Future Academy data management system. On completion at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a qualification. They will, however be eligible to receive a Statement of Attainment for their course.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique number – printed on the qualification or statement. Future Academy will maintain a record of all qualifications issued for a period of 30 years.

16.1 Course Completions

Students must complete, at competent level, all subjects that comprise a course at Future Academy. Both core and elective competency units have been preselected to maximize vocational outcomes.

16.2 Rules Ensuring Comfort & Convenience

As Future Academy is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to Future Academy.

Alcohol

Alcohol is NOT permitted on Future Academy premises. It being an educational Institution the influence of alcohol spoils the learning environment of the Institution.

Smoking

Future Academy is a NON SMOKING workplace and we ask for your assistance not to smoke on Future Academy premises or within the building.

Chewing Gum

The chewing of gum is NOT allowed on the premises, as some of classrooms and hallways have carpets.

Drugs

You must NOT bring drugs to Future Academy. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

Firearms and Knives

It is against the law to carry firearms or knives at the public places in NSW, Queensland and . You must NOT bring any firearms, knives or any kind of weapons to Future Academy. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the

mobile phones out of class sessions, and during the breaks.

Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts.

Litter

Please use the rubbish bins provided for the litter.

Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep Future Academy premises clean and do not write anything on the walls or on the desks. Student must leave Future Academy premises in neat and tidy condition.

17.0 Living in Your State

Living in Sydney

Sydney is the state capital of New South Wales and the most populous city in Australia and Oceania. It is located on Australia's east coast, the metropolis surrounds the world's largest natural harbour, and sprawls towards the Blue Mountains to the west.

Residents of Sydney are known as "Sydneyiders". Sydney is the second official seat and second official residence of the Governor-General of Australia and the Prime Minister of Australia and many federal ministries maintain substantial presences in Sydney.

In the evenings you can enjoy barbeques under the stars, eat at one of the many outdoor cafes and restaurants or dance the night away at one of the nightclubs.

If you enjoy sport there is plenty of choice with world class golf courses, an Olympic Swimming Centre and many tennis courts. The beaches are famous for surfing and there are plenty of sheltered spots for peaceful swimming, snorkelling or diving. Sail boats, canoes, wind surfers and jet skis are available for hire for use on the river or open ocean.

BEACH SAFETY

The ocean can be dangerous if you are not a strong swimmer.

There are life guards at most local beaches. Please take special care to obey signs on the beaches and to swim in safe areas where there are life guards. Always swim between the red and yellow flags.

DRIVING IN Australia

We can assist you with car hire if you are over 21 years.

- In Australia you must drive on the left.
- You must hold a current driving license. If it is not in English you will need to carry an English translation.
- You and your passengers must wear seatbelts at all times.
- Never drink any alcohol and drive. The police are very strict and conduct random breath tests.
- It is illegal to talk on a mobile whilst driving.

SMOKING

Under NSW Law, it is illegal to smoke in a public place or within four metres of a public doorway. Please place cigarette butts in the bins provided in the smoking area in the car park adjacent to the school.

Climate

Summer (*December to February*) NSW summers are generally long and very warm, with temperatures ranging from 21°C to 36°C, with occasional hot spells of over 38°C. Humidity in summer ranges from 60% to 85%.

Autumn (*March to May*) Pleasantly warm weather conditions with occasional cooler nights.

Winter (*June to August*) Sydney has a short and mild winter. Winter temperature ranges from 12°C to 21°C, with the overnight temperature sometimes dropping below 12°C.

Spring (*September to November*) Spring in Sydney offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days

Useful links

- <http://www.sydney.com.au/> the official site

- https://www.tripadvisor.com.au/Tourism-g261603-Bankstown_Greater_Sydney_New_South_Wales-Vacations.html
- <https://www.homely.com.au/bankstown-bankstown-sydney-greater-new-south-wales>

Services Local to the Bankstown Campus:

Our Campus is located to the west of Sydney in the suburb of Bankstown. Bankstown has a rich history of multi culturalism and has a diverse population including Australians, Middle Eastern, Asian and African cultures. Our campus is located in the heart of a busy business district well supported by public transport located only 10 minutes walk away, hospitals and Medical Centres, Public Libraries, Religious centres, Banks and Real Estate Agents ready to service the needs of our students.

Our Campus is air conditioned and consists of five classroom, student lounge, meeting rooms, offices, amenities and support staff. It is fully air-conditioned and has WIFI available to all staff and students.

Emergency Services:

Police 000

Fire 000

Ambulance 000

Bankstown Hospital Emergency Room

Located in: Bankstown Lidcombe
Hospital Address: 68 Eldridge Rd,
Bankstown NSW 2200

Shopping:

<https://www.bankstowncentral.com.au/>

Address: Stacey Street & North Terrace,
Bankstown NSW 2200 Opened: 1966

Hours: Open today ·

9am–5:30pm Phone:

(02) 9790 0751

Number of stores and services: 323

Banks

Commonwealth Bank Bankstown Branch

16/18 Bankstown City Plaza, Ph 13 22 21, Opens at 9:30 am

St.George Bankstown,

5/402-410 Chapel Rd, Ph 13 33 30 Opens at 9:30 am

Westpac Branch/ATM,

38/40 Bankstown City Plaza, (02) 8707 3211, Opens at 9:30 am

Medical Centres

Rickard Road Medical Centre, 41 Rickard Rd, Bankstown, (02) 9708 3611, Opens at 8:30

am

Bankstown Medical Centre, General Practitioner, 1 North Terrace, Bankstown

(02) 9793 2022, Opens at 8:00 am

Primary Health Care Medical & Dental Centre, 67 Rickard Rd, Bankstown, (02) 9790 0024, Opens at 7:00 am

Primary Dental Bankstown, 67 Rickard Rd Bankstown, (02) 9793 8477

Smileline Dental, 22B Restwell St, Bankstown (02) 9790 3336 Opens at 9:00 am

Real Estate Agents (Accommodation Services)

Elders Real Estate Bankstown Address: 364 Chapel Rd, Bankstown NSW 2200

Phone:(02) 9707 3600 Hours: Open today · 8:30am–5:30pm

Ray White Bankstown, 68 Marion St, (02) 9793 3333, Opens at 9:00 am

CENTURY 21 Homezone Real Estate, 388 Chapel Rd, (02) 9790 8800, Opens at 9:00 am

Legal Assistance

Legal Aid NSW - Bankstown office, Level 8, Civic Tower, 66-72 Rickard Rd (02) 9707 4555

Farah Lawyers, Suite 4, Level 6/402-410 Chapel Rd, (02) 9790 0700

Westside Law Firm, 14/41-45 Rickard Rd, (02) 9793 9888, Opens at 9:00 am

Students should note that some services such as counselling, legal advice, some medical services and others may require payment of a fee. Students should obtain clarification of this fee before engaging any services.

Climate

Sydney: Annual Weather Averages. January is the hottest month in Sydney with an average temperature of 23°C (73°F) and the coldest is July at 13°C (55°F) with the most daily sunshine hours at 9 in December. The wettest month is March with an average of 164mm of rain.

Clothing

There is no formal dress Code for students whilst on campus. Most students dress informally –jeans, skirts or trousers with t-shirts, casual shirts or blouses are acceptable for most occasions.

Students should bring at least one set of more formal clothes, a sports jacket or suit and tie for men and appropriate dress for women for functions such as official dinners or graduation ceremonies. For festive occasions students may wish to bring national dress and accessories.

Shorts are often worn during the summer months, as are sandals or running shoes. For winter, students should make sure they have warm clothes such as jumpers, sweatshirts, sweaters, warm socks and closed shoes, jackets or tracksuits. While heavy coats are not necessary, students from tropical climates sometimes find the winters very cold, and may need hats and gloves.

Cost of Living

The cost of living in Sydney really depends on your lifestyle. As a guide, you will need AUD\$25,000.00 at a minimum for living expenses for one year (covering accommodation transport and food but not entertainment or a car). An initial cost of roughly AUD\$5,000 is needed to cover rental bonds, furniture, electricity and telephone. You only need to pay this once.

Other expenses include text books, study aids and insurance.

Accommodation Options

Sydney boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs Future Academy recommends Global Experience and Homestay. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer of a place at Future Academy.

For students who have not decided where they would like to live in Sydney, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Airport pickup can be arranged with accommodation.

Homestay

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. Students under 18 years of age must have a local guardian. This can be provided by Australian families who are selected by Future Academy.

Two Homestay Providers:

- Student Accommodation Online and
- Homestay Experience.

Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

Student Employment

Students intending to work in Australia must apply for a permission to work visa. Students can only apply once they have commenced their studies. Obtaining a work visa will allow students to work up to 40 hours per fortnight (2 weeks) during trimester and full-time during university breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at

newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around AUD\$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AUD\$100.

To post a letter overseas the cost is between \$1.20 and \$3.00 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

Emergency Support Services

Police, Fire, Ambulance 000
Poisons Information Centre(24
hours) 13 1126 Telephone
Interpreter Service (TIS) 13-1450

International calls

0011 + country Code + area Code + number
0012 + country Code + area Code + number (to find out the cost of the call immediately afterwards)

Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

School Aged Dependent Children

Students are advised that any school aged dependents accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

Living in Brisbane

Brisbane is the capital of and the most populated city in the Australian state of Queensland,[9] and the third most populous city in Australia. Brisbane's metropolitan area has a population of 2.5 million,[10] and the South East Queensland region, centred on Brisbane, encompasses a population of more than 3.5 million.[11] The Brisbane central business district stands on the historic European settlement and is situated inside a peninsula of the Brisbane River, about 15 kilometres (9 miles) from its mouth at Moreton Bay.[12] The metropolitan area extends in all directions along the floodplain of the Brisbane River Valley between Moreton Bay and the Great Dividing Range, sprawling across several of Australia's most populous local government areas (LGAs)—most centrally the City of Brisbane, which is by

far the most populous LGA in the nation.

BEACH SAFETY

The ocean can be dangerous if you are not a strong swimmer.

There are life guards at most local beaches. Please take special care to obey signs on the beaches and to swim in safe areas where there are life guards. Always swim between the red and yellow flags.

DRIVING IN Australia

We can assist you with car hire if you are over 21 years.

- In Australia you must drive on the left.
- You must hold a current driving licence. If it is not in English you will need to carry an English translation.
- You and your passengers must wear seatbelts at all times.
- Never drink any alcohol and drive. The police are very strict and conduct random breath tests.
- It is illegal to talk on a mobile whilst driving.

SMOKING

Under QLD Law, it is illegal to smoke in a public place or within four metres of a public doorway. Please place cigarette butts in the bins provided in the smoking area in the car park adjacent to the school.

Climate

Summer (*December to February*) QLD summers are generally long and very warm, with temperatures ranging from 21°C to 36°C, with occasional hot spells of over 38°C. Humidity in summer ranges from 60% to 85%.

Autumn (*March to May*) Pleasantly warm weather conditions with occasional cooler nights.

Winter (*June to August*) Queensland has a short and mild winter. Winter temperature ranges from 12°C to 21°C, with the overnight temperature sometimes dropping below 12°C.

Spring (*September to November*) Spring in Queensland offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days

Useful links

- <https://www.queensland.com/?redirect=www.queensland.com.au> the official site
- <https://www.homely.com.au/bowen-hills-brisbane-brisbane-queensland>

Services Local to the Bowen Hills Campus:

Our Campus is located suburb of Bowen Hills. Bowen Hills has a rich history of multi culturalism and has a diverse population including Australians, Middle Eastern, Asian and African cultures. Our campus is located in the heart of a busy business district well supported by public transport located only 10 minutes walk away, hospitals and Medical Centres, Public Libraries, Religious centres, Banks and Real Estate Agents ready to service the needs of our students.

Our Campus is air conditioned and consists of five classroom, student lounge, meeting rooms, offices, amenities and support staff. It is fully air-conditioned and has WIFI available to all staff and students.

Emergency Services:

Police 000

Fire 000

Ambulance 000

Montserrat Day Hospitals

Address: Montserrat Day Hospitals, South Tower, Terrace Office Park, 527 Gregory Terrace, Bowen Hills QLD 4006

Shopping:

<http://www.thebarracks.info/>

Address: 61 Petrie Terrace, Brisbane City QLD 4000

Opened: 2008

Hours: Open today. 9AM – 9.30PM

Phone: [\(07\) 3368 4999](tel:(07)33684999)

Banks

ANZ Branch

2/3 Breakfast Creek Rd, Newstead QLD 4006, Ph [13 13 14](tel:131314) Opens at 9:30 am

NAB

3 Breakfast Creek Rd, Newstead QLD 4006, Ph [13 22 65](tel:132265) Opens at 9:30 am

Bank of Queensland

Gasworks Plaza, 3/100 Skyring Terrace, Newstead QLD 4006, [\(07\) 3131 6366](tel:(07)31316366), Opens at 9:00 am

Medical Centres

Bowen Hills medical Centre, 8/7 O'Connell Terrace, Bowen Hills QLD 4006, [\(07\) 3252 7775](tel:(07)32527775), Opens at 8:00 am

Bowen Hills Showground Dental O'Connell Bowen Hills, 3-7 Oconnell Terrace, Brisbane City QLD 4006, (07) 3852 2882, Opens at 9:00 am

Real Estate Agents (Accommodation Services)

Chelsea Realty 16 Hamilton Pl, Bowen Hills QLD 4006, Brisbane City QLD 4006 Phone: [\(07\) 3129 6380](tel:0731296380) Hours: Open today · 9:00am–5:00pm

Legal Assistance

Cudmore Legal Family Lawyers Brisbane Co - Unit 15/7 Oconnell Terrace, Bowen Hills QLD 4006 1300 283 667

Family Lawyers & Mediation Services, 76 Skyring Terrace, Newstead QLD 4006 (02) 1800 609 685

Students should note that some services such as counselling, legal advice, some medical services and others may require payment of a fee. Students should obtain clarification of this fee before engaging any services.

Climate

Queensland: Annual Weather Averages. January is the hottest month in Queensland with an average temperature of 23°C (73°F) and the coldest is July at 13°C (55°F) with the most daily sunshine hours at 9 in December. The wettest month is March with an average of 164mm of rain.

Clothing

There is no formal dress Code for students whilst on campus. Most students dress informally – jeans, skirts or trousers with t-shirts, casual shirts or blouses are acceptable for most occasions.

Students should bring at least one set of more formal clothes, a sports jacket or suit and tie for men and appropriate dress for women for functions such as official dinners or graduation ceremonies. For festive occasions students may wish to bring national dress and accessories.

Shorts are often worn during the summer months, as are sandals or running shoes. For winter, students should make sure they have warm clothes such as jumpers, sweatshirts, sweaters, warm socks and closed shoes, jackets or tracksuits. While heavy coats are not necessary, students from tropical climates sometimes find the winters very cold, and may need hats and gloves.

Cost of Living

The cost of living in Queensland really depends on your lifestyle. As a guide, you will need AUD\$20,000.00 at a minimum for living expenses for one year (covering accommodation transport and food but not entertainment or a car). An initial cost of roughly AUD\$3,000 is needed to cover rental bonds, furniture, electricity and telephone. You only need to pay this once.

Other expenses include text books, study aids and insurance.

Accommodation Options

Queensland boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs Future Academy recommends Homeaway. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer of a place at Future Academy.

For students who have not decided where they would like to live in Queensland, a minimum booking of four weeks at a homeaway will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Airport pickup can be arranged with accommodation.

Homeaway

Homeaway, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. Students under 18 years of age must have a local guardian. This can be provided by Australian families who are selected by Future Academy.

Two Homeaway Providers:

- Student Accommodation Online and
- Homeaway Experience.

Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

Student Employment

Students intending to work in Australia must apply for a permission to work visa. Students can only apply once they have commenced their studies. Obtaining a work visa will allow students to work up to 20 hours per week during trimester and full-time during university breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

Those not familiar with it, swim only at patrolled beaches and even then between the flags.

Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around AUD\$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AUD\$100.

To post a letter overseas the cost is between \$1.20 and \$3.00 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and

where it is going to.

Emergency Support Services

Police, Fire, Ambulance 000

Poisons Information Centre (24 hours) 13 11 26

Telephone Interpreter Service (TIS) 13-1450

International calls

0011 + country Code + area Code + number

0012 + country Code + area Code + number (to find out the cost of the call immediately afterwards)

Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

School Aged Dependent Children

Students are advised that any school aged dependents accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

18.0 Changes to Future Academy Ownership or Management or Premises

Future Academy will inform ASQA of prospective ownership and/or management changes. The process to be adopted is to advise the ASQA in writing of:

- any prospective changes to the ownership of Future Academy as soon as practicable prior to the change taking effect, and
- any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) such as our CEO as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

Future Academy will provide ASQA with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

Future Academy has defined the position of CEO as a High Managerial Agent, thus any change to the CEO will result in notification to ASQA.



National Provider RTO No: 31915
CRICOS No: 03320D

Future Academy will notify the designated authority and the students enrolled, including those whom have not yet commenced, with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

19.0 Understanding of Future Academy Rules & Receipt of Student Handbook

I, Student ID
No:.....

acknowledge that all of Future Academy and Course Information Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my Future Academy Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand: **PLEASE TICK EACH BOX**

- That if I am in jeopardy of breaching any of these terms and conditions Future Academy will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from Future Academy will be cancelled and if I am on a visa my details will be forwarded to the Department of Immigration Multicultural and Indigenous Affairs with a recommendation for the cancellation of student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend Future Academy for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain as Future Academy defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify Future Academy of any change of contact details;
- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time;
- That I will maintain my Health Insurance at all times;
- That Future Academy has orientated me about my safety during and after class.
- That I have read and understood all Future Academy rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled, and details recommended to Department of Education for cancellation of student visa.

.....
Student Signature

.....
Date