

INTERNATIONAL  
**STUDENT**  
**HANDBOOK**

LEARN  EARN  SETTLE



[www.cocooncollege.edu.au](http://www.cocooncollege.edu.au)

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## **Introduction**

This information booklet is designed to provide you with information about the services provided by the Cocoon International College and our approach to providing you a safe, fair, and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Cocoon International College. This information is contained in the Course Brochure which is supplied separately.

## **Handbook Disclaimer**

Before you begin your training, we want to provide you with all the information you need to make an informed choice.

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or to Cocoon International College's policy may impact on the currency of the information included.

Cocoon International College reserves the right to vary and update information without notice. You are advised to seek any changed information and updates from your trainer or contact Cocoon International College.

All students need to carefully read, understand, be familiar with, and follow the Cocoon International College policies and procedures outlined in this Handbook.

If you require any assistance in interpreting the information provided in this handbook, please advise one of our friendly Cocoon International College staff members who will assign a support person to assist you.

## **About Cocoon International College**

Cocoon International College is a Registered Training Organisation (Code: 5877) providing high-quality training to learners in Australia and around the globe. Cocoon International College has modern, up to date facilities, and boasts a team of qualified and dedicated trainers. You can find out more about Cocoon International College at the following websites:

[Cocoon International College RTO 5877](#)

[Cocoon International College Website](#)

Cocoon International College is responsible under its registration with the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF (Australian Qualifications Framework) certificate that may result based on your achievement of the course requirements.

## **Our Services**

Cocoon International College provides training and assessment services in support of the following nationally endorsed training product and all of its components:

- CHC33021 Certificate III in Individual Support (Disability & Ageing Stream)
- CHC43121 Certificate IV in Disability Support
- CHC52021 Diploma of Community Services (Case Management)
- CHC43015 Certificate IV in Ageing Support
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT40522 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- HLTAID011 Provide First Aid

## **Our Mission, Vision, and Values**

The Cocoon International College **Mission** is committed to cultivating a transformative educational experience that empowers students to thrive in a dynamic and interconnected world.

Our **Vision** "Empowering Global Minds, Inspiring Future Leaders"

Our **Values** are Inspire Lifelong Learners, Deliver Excellence in Education, Empower Future Leaders, Facilitate Holistic Development, Foster Innovation and Entrepreneurship, Promote Student Well-Being, Promote Lifelong Connections.

## **Our objectives**

In recognition of this mission, our objectives are to:

- Support students and industry in their growth by providing training through accredited qualifications, workshops and tutoring;
- Tailor training to suit each industry and students' cohorts.
- Provide individualised student support.
- Respond to industry needs just in time.
- Commitment to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

## **Finding Us**

Head office is located at 478 Logan Road, Greenslopes QLD 4120

## **Parking**

Whilst you are attending our site by vehicle, there are limited carparks available, however you may need to look for street parking if they are filled.

## **Public Transport**

There is a bus stop directly across the road from the college. Services through this bus route occur approximately every 30 minutes. Trains are a short walk from the Cocoon International College.

## **Lunch Options**

If you are looking to buy lunch whilst you are at our premises, we have a large number of eateries around Greenslopes and Stones Corner, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

## **Introduction to Australian Vocational Education and Training (VET)**

### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The qualifications and Statements of Attainment issued by Cocoon International College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia.

In turn, Cocoon International College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

### **What is competency-based training?**

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to the new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgement of your competency after reviewing all the different types of assessment evidence provided.

### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The

training package also specify the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

### **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of the enrolment and when training delivery commences.

Cocoon International College takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

### **Results and certificates**

On completing the training program with Cocoon International College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Cocoon International College will be accompanied by a transcript which detail the units of competencies issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be issued as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you with information on your progress.

### **Unique Student Identifier**

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your



computer, tablet or smart phone anytime. Fact sheets are available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI exemption table is available from the USI website which explains these circumstances [Exemptions from the USI | Unique Student Identifier](#) Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be assessable through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website.

### **Our Trainers**

Our trainer and assessors are qualified, dedicated professionals who have current industry experience and hold qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Cocoon International College we deliver nationally accredited qualifications via training face-to-face, E-Learning and in the workplace. When you study with Cocoon International College, your Trainer will be always there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Cocoon International College trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

### **Our expectation of you**

Cocoon International College expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Cocoon International College.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?

- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Cocoon International College publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Cocoon International College staff members and their right to privacy and confidentiality.

### **Your safety**

Cocoon International College is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the Training and admin staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

### **Electrical equipment**

- Electrical equipment that is not working should be reported to Cocoon International College staff.

- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **Fire safety**

- Cocoon International College will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

### **Lifting**

- Learners, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by Cocoon International College unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Work & study areas**

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

- Place all rubbish in the bins provided.

- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

### **COVID-19 Response**

Cocoon International College will ensure that students meet vaccination requirements specified by industry, placement providers and/or mandated by Government health directives e.g., COVID-19 and Flu Vaccinations

Cocoon International College sites will adhere to and implement all relevant industry and Government health directives, including restricting access to sites to those who do not provide evidence of COVID-19 vaccination and mandating the use of PPE (such as masks) as required.

If you are feeling unwell and displaying flu like symptoms, please do not attend face to face training and advise your trainer asap. In most cases we are able to arrange for you to log-on to a live workshop via Zoom/Teams to avoid missing out on the session.

### **Vocational Placement**

If you are enrolling in a course which requires an Australian Federal Police Check e.g., Certificate III in Individual Support (Disability), you shall be required to obtain this police clearance before being permitted to participate in vocational placement.

Students enrolling in any of our packages within the Community Services Sector, should also note that you may be required to provide evidence that you have had a current influenza and COVID-19 vaccination before you shall be permitted to go on Vocational Placement with an approved provider. You will also be required to have NDIS Yellow Worker card.

Students completing vocational placement at an early childhood centre will need to ensure that they have working with children blue card.

### **Your Equity**

Cocoon International College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Cocoon International College staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Cocoon International College staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Cocoon International College that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Cocoon International College, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

### **Cyberbullying**

Cyberbullying is bullying that is done via the use of technology. For example, using the internet, a mobile phone, or a camera to hurt or embarrass someone is considered cyberbullying.

A cyberbully can be someone you know, or a stranger. They might send mean or hurtful text messages through social networking sites like Facebook, Twitter, or Instagram, or through sites where people can ask or answer questions.

- Cyberbullying can also involve people sending photos or videos to you or others to try and embarrass or hurt you.
- People spreading rumours about you via emails or social networking sites or text messages.
- People trying to stop you from communicating with others
- People setting up fake profiles pretending to be you or posting messages or status updates from your accounts.

If you experience Cyberbullying at Cocoon International College:

- Report your experience to a Cocoon International College staff member.
- If you have kept a record of the calls, messages, posts, or email bring them with you.
- Cocoon International College will not tolerate bullying under any circumstance.

All report of bullying and harassment will be taken seriously and responded to promptly, impartially, and confidentially.

Cocoon International College will investigate all allegations of bullying in an objective manner.

### **Your Privacy**

Cocoon International College takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- Cocoon International College will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Cocoon International College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Cocoon International College will seek the written permission of the learner for such disclosure. Cocoon International College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Cocoon International College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records."

If you have concerns about how Cocoon International College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<http://www.oaic.gov.au/privacy/privacy-complaints>

### **Fees payable**

Information about fees and charges may be obtained by contacting the Cocoon International College team. Students will be provided with an estimate of course fees prior to enrolment. All Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Cocoon International College.

Cocoon International College may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Cocoon International College schedule of fees and charges.

### **Payment method**

Cocoon International College accepts payment for fees using:

- Pay Pal
- Credit Card (card surcharges apply)
- Electronic Funds Transfer (located on your invoices)
- Payment in cash is not an option.

### **Learner cancellation**

Learners who cancel their enrolment part way through a training program must notify Cocoon International College in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

### **Substitutions**

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

### **Transfers**

Requests for transfers to alternate programs can be arranged if Cocoon International College is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Cocoon International College has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

### **Statutory cooling off period**

The Standards for Registered Training Organisations require Cocoon International College to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time

provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Cocoon International College do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

### **Our Guarantee to Students**

If Cocoon International College cancels or ceases to provide training, Cocoon International College must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 5 units of competency and paid \$1,500.00 up front as the total course fee (including enrolment fee of \$250.00). The course was cancelled due to the trainer falling ill and the learner at that time had completed 2 of the 5 units. The learner's enrolment would be finalised, and the learner would receive a Statement of Attainment for the 2 completed units. The learner would also receive a refund of \$750.00 which represents that value of the training not delivered.

### **Changes to Terms and Conditions**

Cocoon International College reserves the right to amend the conditions of the learner's enrolment at any time. If amendments are made that effect the learner's enrolment the learner will be informed 7 days prior to changes taking effect.



## **Accessing Your Records**

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Cocoon International College, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Cocoon International College reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Cocoon International College. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to Cocoon International College beforehand, and the person must provide photo ID to validate their identity.

## **Continuous Improvement**

Cocoon International College is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

## **Suggesting Improvements**

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to Cocoon International College so we can improve our services in the future.

## **Learner Satisfaction Survey**

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Cocoon International College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## **Assessment**

At Cocoon International College assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be specific to their workplace.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Logbook:** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part

of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

### **Re-assessment**

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Cocoon International College to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learner's requiring additional learning support are to be brought to the attention of Cocoon International College management so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

### **Reasonable Adjustment**

Cocoon International College include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for students with individual learning needs (such as disability or learning difficulty) according to the nature of the learning need. The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the students file and will not compromise the competency standard.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- Customising resources or activities within a training package or accredited course
- Providing additional support
- Providing assistive or adaptive technologies

### **Plagiarism**

All work that students submit must be their own. Students will have signed a declaration – or completed this online – at the start of each assessment that this is the case.

Plagiarism is taking someone else's work and/or ideas and submitting it without acknowledging the source. It is a form of cheating and is taken very seriously at Cocoon International College.

To assist you to understand, the following are some examples of plagiarism:

- Copying sections of text and not referencing or acknowledging where the information has come from.
- Using copy/cut and paste sections without proper referencing or acknowledging where they have come from.
- Presenting work that was done as part of a group as yours alone; and
- Using information – pictures, text, designs, plans, diagrams etc. – and not citing the original owner

Plagiarism is an offence and where found, work will be returned and marked 'Not Satisfactory' and may lead to the student being withdrawn from their training program.

### **Issuing Qualifications and Statements of Attainment**

Cocoon International College will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to Cocoon International College have been paid.

### **Language, Literacy & Numeracy Skills**

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions.

To support this approach Cocoon International College will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Cocoon International College and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

### **Making Complaints & Appeals**

Cocoon International College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

[Homepage](#) | [Cocoon SDA Care](#) | [Training](#)

Once you have completed the required form you are requested to submit this to the CEO either in hard copy or electronically via the following contact details:

- 478 Logan Road, Greenslopes QLD 4120
- Email: [latif@cocooncollege.edu.au](mailto:latif@cocooncollege.edu.au)

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number +61 07 3847 2080.

### **What is a Complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Cocoon International College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

## What is an Appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Cocoon International College within **28 days** of the learner being informed of the decision or finding.

## Early Resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaint and Appeals Handling

Cocoon International College applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Cocoon International College website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. This acknowledgement is intended to provide the person assurance that Cocoon International College had received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Cocoon International College including all details of lodgement, response and resolution. Cocoon International College will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.

- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Cocoon International College is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. Cocoon International College will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Cocoon International College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Cocoon International College will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Cocoon International College and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Cocoon International College shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints / appeals are to be handled in the strictest of confidence. No Cocoon International College representative will disclose information to any person without the permission of Cocoon International College Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

### **Informing Persons and Responding to Allegations**

Where a complaint involves one person making allegations about another person, it is a requirement for Cocoon International College to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Cocoon International College as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Cocoon International College also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons' subject



of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Cocoon International College.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Cocoon International College to investigate the matter, then in these circumstances Cocoon International College reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

### **Review by an Independent Person**

Cocoon International College provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Cocoon International College to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Cocoon International College Chief Executive Officer will advise of an appropriate party independent of Cocoon International College to review the complaint (and its subsequent handling) and provide advice to Cocoon International College in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Cocoon International College appoints or engages an appropriate independent person to review a complaint / appeal, the Cocoon International College will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal object to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Cocoon International College may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by Cocoon International College as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Cocoon International College and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

## **Unresolved Complaints and Appeals**

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Cocoon International College, they have the opportunity for a body that is external to Cocoon International College to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by Cocoon International College may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Hotline** via the following phone number: 13 38 73.

## **Withdrawing from a Course**

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

## **Learner who are not Contactable or not Responding**

Where a learner is not contactable or fails to respond to requests by the Cocoon International College, the learner's enrolment may be terminated in absentia. This action may only be taken where the Cocoon International College has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone, and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Training Manager if the learner makes contact.

### **Recognition of Prior Learning**

In accordance with the requirements of the Standards for Registered Training Organisations, Cocoon International College provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is Recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

## **Recognition Guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in Cocoon International College scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

## **Forms of Evidence for Recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records.
- Records of workplace training.
- Assessments of current skills.
- Assessments of current knowledge.
- Third party reports from current and previous supervisors or managers.

- Evidence of relevant unpaid or volunteer experience.
- Examples of work products.
- Observation by an assessor in the workplace.
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Cocoon International College reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### **Credit Transfer**

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs (Registered Training Organisations). Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

### **Evidence Requirements**

If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for examination to Cocoon International College.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### **National Recognition Guidelines**

The following guidelines are to be followed in relation to national recognition:

- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for national recognition for units of competence or qualification which are not included in Cocoon International College scope of registration.

- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and Cocoon International College does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

### **Legislative and Regulatory Responsibilities**

Cocoon International College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Cocoon International College has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Cocoon International College.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au/state-legislation](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information.
- the purposes for which the entity collects, holds, uses and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information.
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

### **Disability Discrimination Act 1992**

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Age Discrimination Act 2004**

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

### **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and



- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations.

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders.

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET (Vocational Education and Training) (Vocational Education and Training) Regulator who are the registration authority for RTOs. A core component of

this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator compliance with directions given by the National VET Regulator

### **National Code 2007**

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS – the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- (a) support the EDOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments.
- (b) establish and safeguard Australia's international reputation as a provider of high-quality education and training by:
  - ensuring that education and training for overseas students meets nationally consistent standards, and
  - ensuring the integrity of registered providers
- (c) protect the interests of overseas students by:
  - ensuring that appropriate consumer protection mechanisms exist
  - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
  - providing nationally consistent standards for dealing with student complaints and appeals
- (d) support registered providers in monitoring student compliance with student visa conditions and reporting any student breaches to the Australian Government

### **The ESOS Framework**

Cocoon International College is committed to providing quality education and protecting your rights.

The Australian Government required overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

## **CRICOS**

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website [Commonwealth Register of Institutions and Courses for Overseas Students](#)

## **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa – for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## **Protection for Overseas Students**

Overseas students on a student visa, must study with an education provider in a course that be found on the Commonwealth register of institutions and Courses for Overseas Students (CRICOS) at [Institution Details - CRICOS](#). CRICOS registration

guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects students' rights, including:

- The right to receive, before enrolling, current and accurate information about the course, fees, modes of study and other information from a provider and the provider's agent.
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and Cocoon International College.
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services.
  - Who the contact officer is for overseas students.
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How attendance will be monitored.
  - How to use provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any changes of address.
- Maintain satisfactory course progress.
- Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link: [Education Services for Overseas Students \(ESOS\) Framework](#)

### **Conditions of your visa**

All international students applying to enter a training program being offered by Cocoon International College must:

- Be over the age of 18.

- Demonstrated good command of written and spoken English.
- Have completed and equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience.
- Meet the following Student Visa 500 subclass requirements [Subclass 500 Student visa \(homeaffairs.gov.au\)](#)
  - Be a genuine temporary entrant
  - Meet English language test score requirements
  - Demonstrate financial capacity
  - Hold Overseas Student Health Cover (OSHC)
  - Meet the personal health requirements
  - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Cocoon International College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Subclass 500 Student visa \(homeaffairs.gov.au\)](#)

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

### **Working in Australia**

If you have been granted your student visa, you will receive permission to work with your grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by Cocoon International College and scheduled during the course. Family members of a student visa holder cannot work before the student's course starts unless at the time of applying for the visa, they, or the student visa holder, held another visa that permitted them to work in Australia. Family members of a student visa holder cannot work more than 48 hours a fortnight.

Further information about student visa conditions can be found at the Department of Home Affairs [Check visa details and conditions \(homeaffairs.gov.au\)](#)

### **Tax file number**

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax office [ATO Tax File Number Website](#)

### **Living in Australia Costs**

International students are required to demonstrate and/or declare that they have genuine sufficient funds to be granted a student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first, one, two, or three years in Australia, depending on their Assessment Level (AL).

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not rely on such work to meet all their expenses.

From October 2023 student visa applicants will need to show they have a minimum of AU\$24,505 in savings to cover annual living costs [Change to evidence of financial capacity for Student visas | Study Australia](#)

### **Notifying change of address**

You must tell Cocoon International College:

- the address where you live in Australia within seven (7) days of arriving in Australia.
- if you change the address where you live within seven (7) days of the change.
- If you change education provider within seven (7) days of receiving the electronic confirmation of enrolment certificate or evidence enrolment.

### **Satisfactory Academic Performance**

Enrolled international students at Cocoon International College must maintain satisfactory attendance in your course and course progress for each study period as required by Cocoon International College.

You are usually only allowed to repeat the subject once, if you failed any subject. You will not be able to move to the next stage of the course, if you failed a pre-requisite subject. It is a student visa condition that you must not be involved in activities that are disruptive to other students or Cocoon International College staff.

### **Schooling for dependants**

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependants you will need to make arrangement for your children to enter school in Australia. Students from countries around the world enrol in Queensland government, independent and private schools every year. Queensland government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The Queensland government provide:

- An excellent, world-class standard of education from the largest education provider in Australia.
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment.
- A wide range of subjects, sporting and creative arts programs, leadership programs.
- Professional, university-trained teachers.
- An environment that encourages students to express themselves, develop independent learning skills, and to interact in the classroom and in the community.
- Intensive English Language support for students of non-English speaking background.

To assist you to locate a school suitable for your needs, the following web-link will provide a wealth of information about schooling options [Schools directory \(education.qld.gov.au\)](http://education.qld.gov.au)

### **Overseas Student Health Cover (OSHC)**

It is a condition of your student visa that you maintain adequate health insurance arrangement for the duration of your visa.

All international students are required to pay OSHC for themselves and all dependent members of their family staying with them in Australia.

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following sample provider websites:

[Overseas Student Health Cover \(OSHC\) | Overseas | Medibank](#)

[OSHC - Overseas Student Health Insurance & Health Cover | nib](#)

[Overseas Visitors Health Cover \(OVHC\) | Bupa](#)

Medical treatment in Australia can be expensive and many of the unforeseen accident or sickness, your insurance will cover many of the expenses.

To cover you for the duration of your training you will need cover for a minimum of one year. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

You can obtain OSHC online by visiting the OSHC providers websites. You have the right to choose your own OSHC provider even where Cocoon International College makes a specific recommendation. It's your choice!

Visit the Department of Health to view their valuable OSHC Frequently Asked Questions: [Australian Government Department of Health and Aged Care](#)

### **Course entry requirements**

All International students applying to enter a course with Cocoon International College must:

- Be over the aged of 18
- Demonstrate good command of written and spoken English – Verified evidence of IELTS Level 5.5
- Have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.
- Meet the following Student Visa 500 subclass requirements [Department of Home Affairs](#)

### **International English Language Testing System (IELTS)**

IELTS is the worlds most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. Cocoon International College course entry requirement is a minimum IELTS General Score of 5.5. A general 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basis communication in their own field.

Cocoon International College may require you to submit evidence of your IELTS proficiency (General Score of 5.5) with your enrolment form, This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Subclass 500 Student visa \(homeaffairs.gov.au\)](#)

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate and IELTS testing centre in your, please visit the IELTS website for



further information [IELTS – The most trusted English test for work, study and visa | IELTS Australia](#)

### **Enrolment procedure**

Cocoon International College undertakes to make training available to all persons who:

- Meet course entry requirements.
- Complete the Cocoon International College enrolment form (available on request or from our website).
- Agree to abide by Cocoon International Colleges expectations of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as an overseas student at Cocoon International College, applicants must complete and sign the Letter of Offer (LOO) provided by our International Admissions Officer.

The form should be completed in full and submitted by email with full payment.

The application for enrolment must be accompanied by:

- evidence that verifies your identity and current age (date of birth).
- evidence of IELTS proficiency (General Score of 5.5).
- evidence of a School Certificate or equivalent secondary schooling outcome.

When we receive your application, our International Admissions Officer will review it for completeness.

If you are already in Australia and have not yet been assessed for English language proficiency, you should locate testing centres which are available throughout Australia.

### **Verification of IELTS and Education Level**

Cocoon International College reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence.

Verification will be undertaken by:

- **IELTS proficiency.** Cocoon International Academy will utilise the IELTS Results Verification Service to assess the validity of all evidence submitted of IELTS proficiency. [IELTS | Welcome to IELTS](#)
- **School Certificate equivalence.** Where evidence submitted by an applicant does not clearly demonstrate the equivalence to the Australian School Certificate, the applicant will be required to obtain a confirmation from the

### **Electronic Confirmation of Enrolment (eCoE)**

Upon approval of your application, an electronic confirmation of enrolment (eCoE) will be generated and forwarded to the Department of Home Affairs and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the applicants responsibility to apply for a student visa. If your application is not complete, our Registrar will contact you.

When you receive your eCoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e, Consulate, High Commission or Embassy) where you can make an application for a student visa. (For information, go to [Our embassies and consulates overseas | Australian Government Department of Foreign Affairs and Trade \(dfat.gov.au\)](#) You will be unable to apply for a student visa without the eCoE.

### **Successful Student Visa**

If your student visa is approved, you should contact Cocoon International College and provide evidence of approval. Cocoon International College will contact you to confirm your timetable, start date and all other arrangement for your study with Cocoon International College.

### **Unsuccessful Student Visa**

If your student visa application is **NOT** approved, you must contact Cocoon International College and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund policy.

### **Student Orientation**

An orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however, always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the Cocoon International College International Student Handbook (Cocoon International College Website). You will also be provided with information on your timetable, e-Learning details, and college facilities.

### **Learner Management System**

Instructions for accessing the Learner Management System (LMS):

- Payment of resources / material fees is required for each student to gain access to login credentials.
- During the induction, students will receive training on how to navigate and utilise the LMS.

- In case of any assistance needed, students are advised to reach out to their assigned trainers for help.
- Late submissions of coursework will result in a reopening fee of \$50.

### **Student support services**

During your enrolment, Cocoon International College will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### **What support is available?**

Cocoon International College will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English and Second Language Coaching
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Medical Services Referral
- Legal Services Referral
- Housing / Accommodation Services Referral
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the General Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Cocoon International College is committed to our student's welfare both during and after hours of study.

### **Monitoring student attendance and progress**

Under the National Code 2007 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. Cocoon International College monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the relevant faculty head aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits, or adjustment to the study program. Cocoon International College will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Cocoon International College will notify the student in writing of its intent to make a report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Home Affairs.

### **Student deferral or suspension**

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

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

Cocoon International College appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the students, and which may affect their well-being or their progress such as serious injury, illness, traumatic experience, or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval, or a natural disaster in the student's home country.

In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intent to resume their studies.

Cocoon International College may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals process.

### **Change of education provider**

Under the National Code 2007 of the ESOS Act 2000, international students are restricted from transferring between education providers to completing six (6) months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. Cocoon International College will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered provider. Students must also complete an application to Transfer between Registered Providers form and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request and be informed of their right to lodge an appeal.

### **Student amenities**

Cocoon International College has extensive amenities available for students including:

- Close public transport
- Toilet facilities
- Tea and coffee area
- Disabled access
- Photocopying facilities
- Telephones
- Quiet study areas
- Referral facilities

### **Accommodation**

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

Some accommodation options include:

- Shared Accommodation. This involves sharing the apartment with one or more adults, you will have your own bedroom but will share household responsibilities (like cleaning and laundry). You provide your own linen and food and usually pay extra for services such as electricity, internet and phone.

- Rental Accommodation. By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house – choosing from furnished to unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent.
- Homestay. Homestay is where students choose to live with an Australian family. You are provided with a bedroom and can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request.

### **Student resources**

Cocoon International College provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use.

### **Student counselling**

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to our Student Welfare Officer.

The Student Welfare Officer can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

### **Continuous improvement**

Cocoon International College is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. The procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Recommendation template is available at reception on request. You are encouraged to provide feedback to Cocoon International College so we can improve our services in the future.

### **Your language, literacy and numeracy skills**

Language, literacy and numeracy are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills

influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions.

To support this approach Cocoon International College will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available.
- Refer students to external language literacy and numeracy support services that are beyond the support available within Cocoon International College and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

### **Your safety**

Cocoon International College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 201*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be safe. In your home city, you probably know of these areas and know to avoid them. Brisbane is the same. If you are not familiar of which areas to be careful of you can check with a trainer or Senior Trainer.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Senior Trainer.

Cocoon International College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment.:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within Cocoon International College buildings.
- Report all potential hazards, accidents and near misses to the Cocoon International College staff;
- No consumption of alcohol on Cocoon International College premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to a Cocoon International College staff member immediately.

### **Fairness and equity**

Cocoon International College is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students, or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- Ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.
- Report any discriminatory behaviour or harassment to your trainer.

All Cocoon International College staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Cocoon International College staff members, and we apply complaint handling procedures that adopt the principles of natural justice and procedural fairness at every stage of the process.



Students who feel that they have been discriminated against or harassed should report this information to a staff member of Cocoon International College that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. A student may also make an enquiry directly with the Queensland Human Rights Commission [QHRC : Making a complaint](#)

### **Access to your student file and record**

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the Cocoon International College reception area. You will be asked to complete a register of access. You will be provided with the record to view. Cocoon International College can arrange to provide a copy of your records if required. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. Cocoon International College can also provide you with a record of results which details the units of competency you have completed at that time and the units of competency you are yet to complete. A record of results can be requested at the Cocoon International College reception area.

### **Your privacy**

Cocoon International College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- Cocoon International College will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer system. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer system is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- Cocoon International College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for 30 years from the date of your enrolment commenced. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Cocoon International College will seek the written permission of the student for such disclosure. Cocoon International College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise access will be denied.
- You have the right to access information that Cocoon International College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Cocoon International College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Course Fees

Fees are payable when the student has signed the Student Course Acceptance and Enrolment Agreement to signify their acceptance of the enrolment offer made by Cocoon International College. Fees must be paid in full within 10 days of receiving an invoice from Cocoon International College. Cocoon International College may discontinue training if fees are not paid as required.

Students are required to pay an administration fee of AUD100\* on application and a minimum 25% of total course fees on successful admission to a program. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each term/semester (four terms per year) unless prior arrangements have been made and confirmed in writing.

*\* The administration / registration fee is non-refundable*

First Term fees must be paid before a Confirmation of Enrolment can be issued. Each subsequent term fee must be paid in full, in advance in order to maintain a valid enrolment.

A 2.9% administration fee applies to all fees paid by credit card. Please note that an additional 1.5% fee is charged for International Cards.

These fees are subject to variation from time to time in regard to CPI changes within Australia. Once enrolment has commenced there will be no change in fees payable by each individual student.

### **Tuition Fee Protection**

Cocoon International College are required to apply the Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: [Protecting the international student experience | Study Australia](#)

### **Student cancellation**

Students who cancel their enrolment part way through a training program must notify Cocoon International College in writing at the soonest opportunity if consideration of fee reimbursement is required. Once Cocoon International College is notified a refund will be issued for the component of training not commenced. Cocoon International College is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

### **Refunds**

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid minus the application fee which is non-refundable. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

A\$100 processing fee applies to all refunds except when a student visa is refused, or a Cocoon International College course is cancelled. Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- Cocoon International College will refund 100 % of the course fee paid if your application for a visa to study in Australia is rejected.
- Cocoon International College will refund 100% of the course fee paid for any services that have been provided, if the course you have enrolled in and commenced is cancelled by Cocoon International College.
- Cocoon International College will refund 70% of the course fee paid if you withdraw from the course on or before the commencement date of course of study. The application fee is non-refundable.

- There will be no course fee refund on or after the commencement date of course of study.
- Tuition fees are not transferrable to any other institution or student but may be transferred to another course within Cocoon International College.
- Application, Material fees and Monthly payment plan surcharges will not be refunded after course commencement.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent directly to the student.

All applications for refunds must be made using an application for refund of course fees. These are available from our accounts team.

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance or any other form of misconduct, then no fee will be refunded.

Refunds approved in accordance with this policy will be paid within four weeks of the accounts team receiving a written claim from a student.

This policy, and the availability of complaints and appeals processed, does not remove the students' rights to take action under Australia's consumer protection laws. Student seeking to make an external complaint about any administrative decision should do so after following the organisations appeals processes.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including.

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil, or natural event

Where this policy does not adequately cover a particular circumstance, Cocoon International College may consider an individual's case. The final decision rests with the Chief Executive Officer of Cocoon International College or nominee.

### **Changes to terms and conditions**

Cocoon International College reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. No changes will apply retrospectively.

### **Record keeping & confidentiality**

A written record of all complaints handled under this procedure and their outcomes shall be maintained for at least 2 years to allow all parties to the complaint

appropriate access to these records, upon written request to the Office Manager. These records will be maintained at 478 Logan Road, Greenslopes QLD 4120.

All records relating to complaints will be treated as confidential and will be covered by Cocoon International College's Privacy Policy.

## **Assessment arrangements**

### **'Competent' or 'not yet competent'?**

There are two possible assessment outcomes of competency-based assessment either 'Competent' that is you have demonstrated sufficient skills and knowledge or 'Not Yet Competent'. If you receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

### **Assessment attempts**

You will be allowed to resubmit each task for each assessment three times, subject to course completion timeframes. If after three submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, Cocoon International College may apply further charges for additional assessment.

### **The assessment environment**

Cocoon International College, there is a strong focus in undertaking assessment as though you are working in a real automotive workshop. This approach is supported by our simulated work environment and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other students to complete your work.

### **Completion dates**

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks by the due date.

### **Submitting authentic work**

All work submitted must be your own work. Cocoon International College verifies this in the following ways:

- student confirmation and declaration
- additional verbal questions given to students on a random basis
- comparison of work style and quality for all work undertaken.

### **Graded assessment**

Cocoon International College do not apply graded assessments.

## Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- **Observation of practical skills.** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report / Case Study.** Students will be required to complete practical projects that simulate the workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- **Knowledge assessment.** Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.
- **Role Play.** Students are required to demonstrate a range of tasks in whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

## Submitting Assessments

Completed written assessments are due to be submitted either (a) electronically or (b) in some cases handed in to your Trainer (e.g., hard copy assignment, projects, portfolios etc.) by 9.00 a.m. on the date advised by your Trainer.

You are entitled to Three (3) attempts for each assessment, but only if each assessment is submitted by the due date and is complete. This means that when you submit your assessment (with all sections and questions complete) on time, but it is Not Yet Satisfactory (NYS), you will have another Two (2) attempts to demonstrate a Satisfactory (S) result.

If your first attempt is not submitted by its due date, or it is submitted but is incomplete, you will forfeit the first two attempts and only have One (1) final attempt to gain a Satisfactory result.

If you are NYS on the first attempt but fail to resubmit your assessment on the second attempt (resubmission) due date, you will forfeit your final attempt and will receive a Final Result of NYS for the assessment and a Final Result of Not Yet Competent (NYC) for the unit.

If your second attempt (the resubmission) is submitted on the due date, and a genuine attempt is made to rectify the gaps outlined by your trainer in Marking Guide feedback, but you are still NYS, you will have a final attempt to rectify the assessment. You have Three days from the day you receive assessment feedback from your trainer.

If you resubmit the assessment in its original state and no changes have been made, the assessment will receive a Final Result of NYS and no further attempts will be granted.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

### **Very Important**

Please note: Students must submit complete work for all sections of the assessment, in order for the first attempt of the assessment to be accepted. Incomplete assessments will not be accepted, and the student will be advised that this is a non-Submission.

### **Training arrangements**

The courses are delivered in a classroom environment and conducted face-to-face in Training sessions are trainer led in group sizes of no more than 20 students.

The training program is undertaken using a planned schedule. Training sessions will include the demonstration, explanation, and practice.

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work toward their assignments.

Students will typically attend formal training sessions three to four days per week depending on the course. Each day has scheduled training over 5 to 6 hours, depending on the course of study. The courses will be delivered in four terms.

### **Issuing Qualifications and Statements of Attainment**

Cocoon International College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Cocoon International College is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Cocoon International College have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

### **Academic Misconduct**

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during college hours. It is expected that all Cocoon International College teachers and staff will be treated with courtesy and respect at all times.

### **Plagiarism**

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates

### **Referencing and plagiarism**

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institution's plagiarism is unacceptable.



## **Cheating**

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to the examination
- Using unauthorised material in the examination
- Failing to follow Trainers' instructions on conduct during examinations.
- Plagiarism or cheating may result in a NOT Competent result for the unit and/or suspension or cancellation of enrolment.

## **Non-Academic Misconduct**

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property.
- Damage College or other students' property.
- Engage in unlawful activities on college premises.
- Misuse College equipment.
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students.
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions.
- Falsify Medical Certificates and other documents.
- Physical fighting on college grounds, in class and anywhere else on College premises
- Provide College with false documents e.g., Qualifications, Statements of Attainment, References

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

## **Unlawful activity**

Cocoon International College reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

## **Classroom Behaviour**

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom. The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in the lecture room. Chewing gum is not permitted on college premises.

Students are not allowed to enter the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities should ask their trainers or a college representative for assistance.