



## **International Student Handbook**

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## Introduction

### Welcome

Greetings from Nomi College! You may find all the information you require about studying in Australia with us in this handbook. You are selecting a top-notch and industry - relevant course and education provider to make sure you are prepared for the future when you select us as your education provider.



### About Us

Nomi College offers business, carpentry, automotive, and kitchen management courses. It is situated in Sydney, Adelaide, Perth, and Melbourne. Nomi College is a smart choice for your education and career because of its conveniently placed, cosy student facilities, accessibility to modern equipment and resources, and trainers and assessors with experience in the field.

Vocational education and training, or VET as it is more widely known, is offered by Nomi College. Governments and business work together to support Australia's VET sector. Both private and public institutions offer VET certificates. These institutions are known as Technical and Further Education (TAFE) institutions.

We are a commercial facility. VET programmes help you develop your skills in certain areas and are competency-based. This shows you are either competent or not competent, and you can receive your qualification certificate if you pass all the units required to earn a certification. Visit this link to learn more about vocational education and to view the several qualification levels that comprise the framework:

[Study Australia | Study Australia](#)

### Our Obligation to You

Our responsibility as a CRICOS Education Provider and Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA) is to guarantee the calibre of the nationally approved training and evaluation we provide. The Education Services for Overseas Students Act of 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), and the Standards for RTOs 2015, which are a component of the VET Quality Framework, must be always followed by all.

Since we take this seriously, our company has created systems, policies, and procedures to ensure that we abide by the law and requirements. Because we are in charge, we also assume accountability for any outside parties we may engage with, such as sales and marketing companies, education agents, and training partners. We must give information to the regulator (ASQA) upon request and take part in audits with them.

After you are deemed competent, we must also provide you with your Australian Qualification Framework (AQF) certification documents. You have the right to file a complaint if you think we are failing to uphold our end of the bargain. For instructions on how to do so, please refer to the Complaints and Appeals section of this handbook.



## Our Contact Details:

Main telephone number: +61 27255 8206

Email: [admission@nomicollege.edu.au](mailto:admission@nomicollege.edu.au)

Website: <https://www.nomicollege.com.au/>

## Student support contact details

CEO: Dr Devinder Kaur Gill

**Available 24/7 for emergency situations**

- Adelaide Campus Manager:  
Mr. Uday GOEL  
Email: [adelaide@nomicollege.com.au](mailto:adelaide@nomicollege.com.au)
- Perth Campus Manager:  
Mr. Arjun WALIA  
Email: [Perth@nomicollege.com.au](mailto:Perth@nomicollege.com.au)
- Melbourne Campus Manager  
Ms. Ifta CHOWDHURY  
Email: [melbourne@nomicollege.com.au](mailto:melbourne@nomicollege.com.au)
- Sydney Campus Manager  
Ms. Swapna ENNUMULA  
Email: [sydney@nomicollege.com.au](mailto:sydney@nomicollege.com.au)
- Administration & Student Support Officer  
Email: [admission@nomicollege.com.au](mailto:admission@nomicollege.com.au)

**Available via the main contact telephone number which is +61 27255 8206.**

## Our Locations

We are located at:

- Sydney: 505/410 Elizabeth Street, Surry Hills NSW 2010
- Adelaide: Level 9/118 King William St, Adelaide SA 5000
- Melbourne: Level 1, 43-53 Elizabeth Street, Melbourne VIC 3000
- Perth: 268 Pier Street, Perth WA 6000

## About our area

**Surry Hills** has been gentrified but for the most part hasn't lost its uniqueness. It's home to people from all walks of life, a real community spirit here. A thriving city with a huge range of great cafes, restaurants, fine dining, small bars & pubs, art galleries, dog parks, bike paths, a great primary school, excellent gyms & yoga schools, lively markets, no need for a car etc.



We recommend you purchase an opal Card for travel between trains, buses, ferries, and trams.

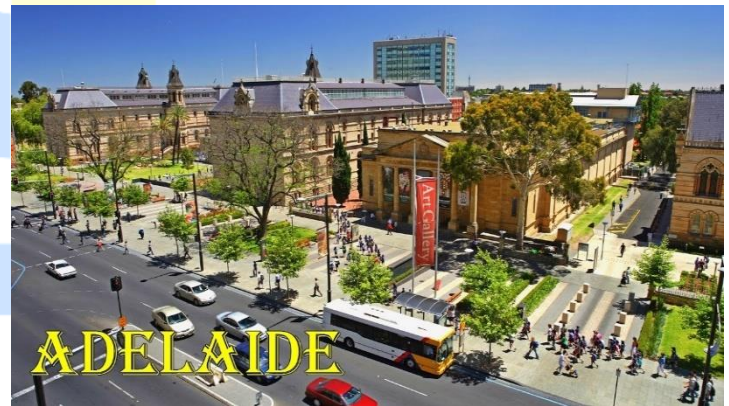
See

<https://transportnsw.info/tickets-opal/opal#/login>

for more information about purchasing, topping up and managing your Opal card. For more information about Sydney please visit the website this information has sourced from:

<https://www.sydney.com/destinations/sydney/inner-sydney/surry-hills>.

**Adelaide** is the capital of South Australia. A vibrant city life, arts, music, wine, multicultural food and many annual festivals are what makes Adelaide one of the best Australian cities to visit. Adelaide is bursting with culture, flavours, events, and entertainment. A diverse range of landscapes surround the city, including green parkland, the Mount Lofty Ranges, and coastal beaches. With a population of over one million, Adelaide is known as the 20-minute city. The airport is just 7km away and Adelaide Hills and the beaches are no more than half an hour away, making it Australia's most liveable city.



We recommend you purchase Adelaide Metro Card for travel between trains, busses, and trams.

See <https://www.adelaidemetro.com.au/tickets-and-fares/metrocard> for more information about purchasing, topping up and managing your metro card. For more information about Adelaide please visit the website this information has been sourced from:

<https://southaustralia.com/destinations/adelaide>



**Melbourne** The municipality of Melbourne includes metropolitan Melbourne's innermost suburbs, including the central city. It's the gateway to Victoria, the seat of the Victorian Government and headquarters to many local, national, and international companies. You'll need either a myki or paper ticket to travel on public transport like trains, busses and trams in Melbourne and regional Victoria. See



<https://www.ptv.vic.gov.au/tickets/> for more information about purchasing, topping up and managing your myki or paper card. For more information about Adelaide please visit the website this information has been sourced from:

<https://whatson.melbourne.vic.gov.au/things-to-do>

**Perth Australia** has everything you need to experience a fabulous holiday. 3000 hours of sunshine a year, friendly locals, historic attractions and relaxed alfresco dining offering world class food and wine. **Perth** offers abundant restaurants, pubs, bars, night markets, cafes, art galleries, theatre, and exhibitions. The city is also surrounded by a number of 'urban' villages' such as **Subiaco**, **Leederville** and **Mt Lawley**, all offering a different inner city feel.



We recommend you purchase a Smart Rider for travel between trains, buses, ferries and trams.

See <https://www.transperth.wa.gov.au/SmartRider/Using-SmartRider> for more information about purchasing, topping up and managing your Go card.

For more information about Perth please visit the website <https://visitperth.com/about-perth>.

## Courses We Offer

Nomi College offers the following courses to international students:

CRICOS Code	National Code	Course Name	Duration (Wks.)
111504H	AUR30320	Certificate III in Automotive Electrical Technology	78
111505G	AUR30620	Certificate III in Light Vehicle Mechanical Technology	78
111506F	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	26
113447G	SIT40521	Certificate IV in Kitchen Management	78
113381J	SIT50416	Diploma of Hospitality Management	26
112084D	CPC30220	Certificate III in Carpentry	104
111845J	BSB40920	Certificate IV in Project Management	52
111846H	BSB50820	Diploma of Project Management	52
111843M	BSB60720	Advanced Diploma of Program Management	52
111844K	BSB80320	Graduate Diploma of Strategic Leadership	104

## Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

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



## What is a USI and why do I need one?

The abbreviation for Unique Student Identifier is USI. It is a reference number that links your training and credentials obtained in Australia to an online record. You cannot receive your qualification or statement of attainment if you do not possess a USI.

Starting in 2015, all RTOs are required by the Unique Student Identifiers Act 2014 to make sure that each student enrolling in nationally recognised training has a valid USI. This means that as a student, you must give us your USI unless you have an exemption from the USI registrar. Visit <https://www.usi.gov.au/> for information about USIs, including how to create one.

Visit <https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students> for more details on exemptions.

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

## Education Agents

Education agents are used by Nomi College to help with student recruitment. We take very seriously our responsibility to our students, the industry, and the reputation of the VET sector in Australia, which is why we have formal agreements in place to ensure ethical practices. You can find a list of accredited education agents on our website at <https://nomicollege.com.au>.

## RPL and credit transfer

A formal acknowledgement of prior learning, credit transfer can shorten the length of your course and save costs. You can request a credit transfer by paying \$250 as Credit Transfer Fee for a unit as a whole or for individual modules. You must indicate your desire to do so in the appropriate section of the application for enrolment form. A certified copy of your certificate from another educational institution or an official VET transcript from the USI Registrar are required.

**Recognition of Prior Learning (RPL)** is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL, and this can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

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## Course Orientation

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session.
- Assistance in creating your USI if you have not done so already.



## What can I expect during training and assessment?

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

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.



## Reassessment Arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the **Fees and Refunds** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the **Fees and Refunds** section for more information.

Since receiving your qualification depends on you and the effort you put into your course, we are unable to guarantee it. Although we will give you all the resources, tools, coaches, and assistance you need to finish the qualification, the result is ultimately up to you. Additionally, since this depends on circumstances outside of our control, we are unable to guarantee that you will find employment in your field of choice. However, we can assure you that we will give you industry-relevant training and support, along with a fantastic team of committed trainers who are concerned about your personal development, along with an industry-relevant course. Every student is important to us, and your achievements and good outcomes also benefit our college community.

## Support and Welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We can offer you a wide range of information on several topics, including housing, financial or legal concerns, cultural considerations, disability support, stress management, and even instances of homesickness. We are worried about it if you are experiencing it. We are concerned about you, so please get in touch; For internal services, there are no fees. However, at the time of service, you will be liable for any costs incurred by external providers. We can help you connect with other students who share your interests, help you locate local groups of like-minded people in the area, or just be a sympathetic ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our **Important information about Australia** section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

### **Issuing certificates**

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one and assist you to do so at the time of orientation if you have not created one prior to this.

### **Reissuing certification documents**

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our **Fees and Refunds** section for more information.

## **Feedback**

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocational Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

## **If your details change...**

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's a condition of your visa to notify us through email within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information on our records, please let us know so we can amend your records and correct it.

## **What's required of me as a student?**

The next section of this handbook outlines the important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:

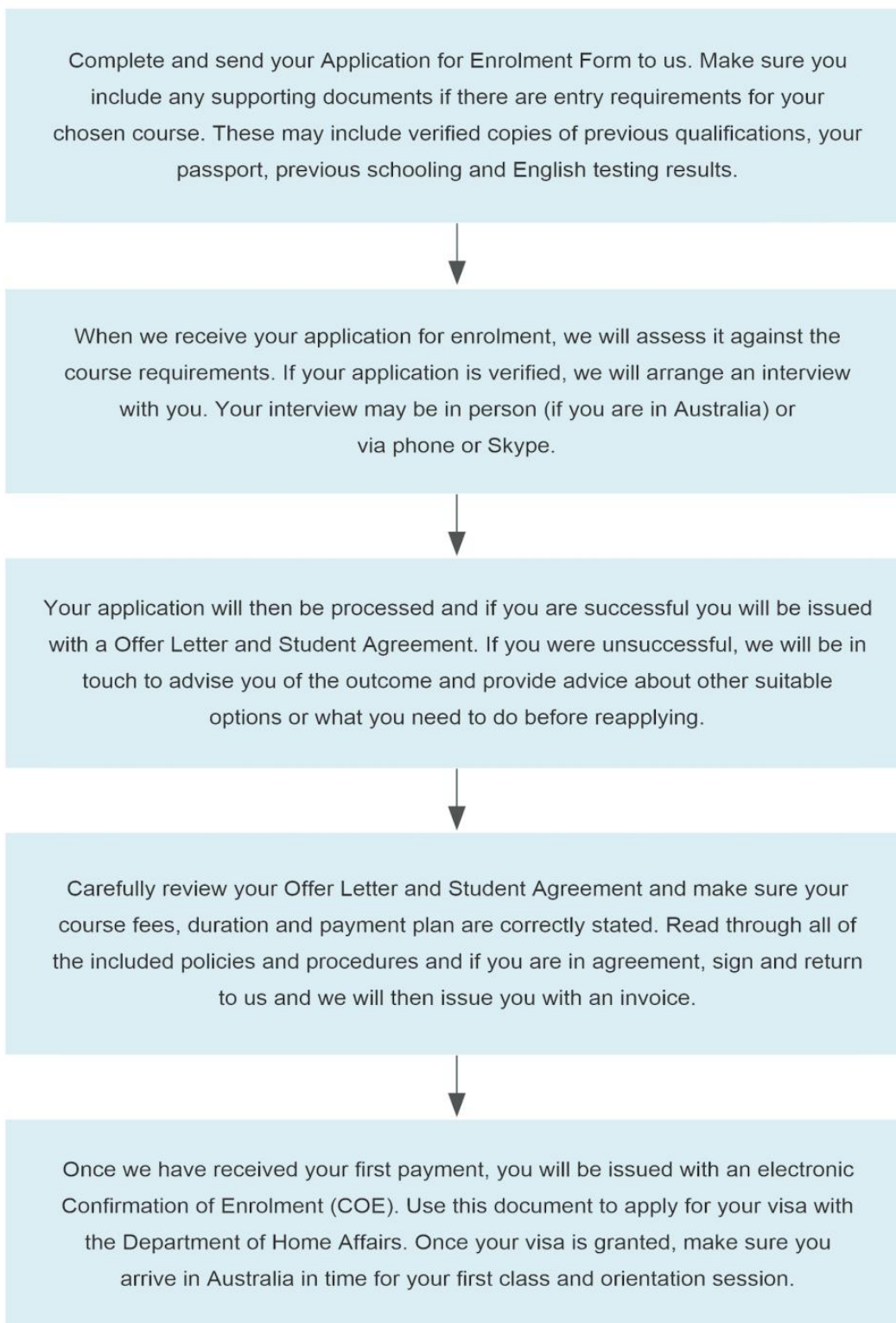
<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!



## How can I apply?

The application process is outlined in the diagram below:



### Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We always protect your fees by:

- Maintaining enough in our account so we can repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you can either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

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Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Admission Fees	\$250 (non-refundable)
Course Variation / Deferment fee	\$250
Reassessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	\$100
Fees for late payment of course fees	\$50 per week for each week the payment for course fees is delayed
Posting Certificate within Australia	\$25
Posting Certificate Outside Australia	\$45 (higher fees may apply as per postal charges)
Certificate Re-Issue Fee	\$50
Credit transfer Admin Fee	\$100 per unit (maximum fees to be changed \$1500)
Unit reassessment for <b>theoretical unit</b>	\$50 Per Assessment
Unit reassessment for <b>practical class</b>	\$250 per practical class
Re-enrolling in a unit of competency	\$300 for theoretical unit \$450 for a unit with practical
Re-issuing student ID	\$25 per student ID
EFTPOS Transaction and Credit Card payment charges	2% per transaction
English test (placement test)	\$50 for each attempt. For new enrolments first 2 attempts are free.
Rearranging missing practical classes	\$250 per practical class
RPL	Application fee of \$250 Unit fee \$500 or as per standard course fees whichever is lower



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**Important Note:** " **Material fees** cover the cost of education and/or training material, and for conducting practical classes as per individual course requirements; and where applicable will also cover toolkits, uniforms, ingredients, and other material costs for practical simulations. However, it is the responsibility of students to buy safety shoes for practical training workshops at their own cost".

If these fees apply, it will be included in the amounts shown on the previous page. You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements. All payments are to be made by bank transfer into the account specified on the invoice. Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 working days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 working days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report failing to pay an invoice within 5 working days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

## NOMI COLLEGE

### Refunds

Please carefully read the following information about refunds. This applies whether you paid the tuition and non-tuition fees, or an education agent paid them on your behalf.

All application fees are non-refundable except where we cancel a course before it has started. If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 10 working days of the default. In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund. Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars. The refund policy does not remove your right to take further action under Australian Consumer Law.

In case of visa refusal and student default, Nomi College will provide refunds based on the Cancellation Fees listed in the table below:

The refund amount is calculated as:

Refund Amount = Prepaid Course Fees less Cancellation Fees

Note:

- Should the cancellation amount be bigger than prepaid fees, the student will be liable to pay the balance of the Cancellation Fees instead of receiving a refund.
- In case of Visa Refusal - No refund will be granted to applicants who do not provide Nomi College with certified proof of visa refusal received from DoHA.

## Domestic Student Refund

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

Circumstance	Refund due
Nomi College cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the Nomi College (known as provider default)	Full refund of all fees.
Nomi College cancels course due to unforeseen circumstances, including a sanction being imposed on the Nomi College (known as provider default)	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement	Application fee not refunded. Refund of 90% of all other fees and charges
Student withdraws after commencement	No refund. Fees for full study period (term) to be paid
Student's enrolment is cancelled due to disciplinary action	No refund. Fees for full study period (term) to be paid
The student has supplied incorrect or incomplete information causing Nomi College to withdraw the offer of the course prior to commencement	No refund. Fees for full study period (term) to be paid

## International Student Refunds

In case of visa refusal and student default, Nomi College will provide refunds based on the Cancellation Fees listed in the table below:

The refund amount is calculated as:

Refund Amount = Prepaid Course Fees less Cancellation Fees

Note:

Should the cancellation amount be bigger than prepaid fees, the student will be liable to pay the balance of the Cancellation Fees instead of receiving a refund.

In case of Visa Refusal - No refund will be granted to applicants who do not provide Nomi College with certified proof of visa refusal received from DOHA

Reason	Notice Period	Cancellation Fees
<b>Visa Refusal</b>  No refund will be granted to applicants who do not provide Nomi College with certified proof of visa refusal received from DoHA.	Before study period/course commencement	The lesser of either: <ul style="list-style-type: none"> <li>5% of the total amount of pre-paid course fees or</li> <li>The sum of \$500.00</li> </ul>
	After study period/course commencement	\$250 + Pro-rata of course fees used, calculated on weekly basis.
<b>Student Default</b>  For AQF Level 1 to AQF Level 6 courses – Certificate I, II, III & IV; Diploma and Advanced Diploma.  Student withdraws (requests to cancel enrolment) or student's enrolment is cancelled due to any reason except Visa Refusal or if any of the reasons listed in clause 10 above apply.	More than 12 weeks before study period/course commencement	\$500
	Between 12 - 6 weeks before study period/course commencement	50% of the upcoming study period course fees.
	Within 6 weeks before study period/course commencement	70% of the upcoming study period course fees.
	After study period/course commencement	100% of the study period/term course fees

<b>Student Default</b> For AQF Level 8 courses –Graduate Diploma.  Student withdraws (requests to cancel enrolment) or student’s enrolment is cancelled due to any reason except Visa Refusal or if any of the reasons listed in clause 10 above apply.	More than 12 weeks before study period/course commencement	\$2000
	Within 12 weeks before study period/course commencement	70% of the upcoming study period course fees.
	After study period/course commencement	100% of the study period course fees

In case of **Provider Default**, Nomi College will provide refunds or make arrangements as listed in the table below:

Provider Default	Refund/Arrangement
Nomi College withdraws offer, fails to provide the course/s offered, or terminates an education service before the study period or course commencement	<p>Offer a place in an alternative course or in a future intake available for the same course.</p> <p>If the student declines this offer, Nomi College will refund 100% of the pre- paid course fees.</p> <p>If in the unlikely situation that Nomi College is unable to refund fees, or offer an alternative course, students will be referred to the Tuition Protection Service (TPS) who will place the students in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator. Detailed information can be found at TPS website: <a href="http://www.tps.gov.au">www.tps.gov.au</a></p>
Nomi College withdraws offer, fails to provide the course/s offered, or terminates an education service after the study period or course commencement	<p>Offer a place in an alternative course or in a future intake available for the same course.</p> <p>If the student declines this offer, Nomi College will refund the unused portion of the pre-paid course fees calculated on a weekly basis.</p> <p>If in the unlikely situation that Nomi College is unable to refund fees, or offer an alternative course, students will be referred to the Tuition Protection Service (TPS) who will place the students in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator. Detailed information can be found at TPS website: <a href="http://www.tps.gov.au">www.tps.gov.au</a></p>

#### Refunds resulting from Nomi College Default

In the unlikely event of Nomi College default, within 14 days of the default, Nomi College will:

Either offer the student an alternative place at Nomi College’s expense, that is accepted in writing  
OR

Refund the student the unused portion of the prepaid fees.

If Nomi College is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.



## Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, as Nomi College, our trainers and assessors and other staff, another learner of Nomi College as well as any third party that provides services on our behalf such as education agents. Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Nomi College. An appeal is a request for Nomi College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved. However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process. If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outline the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt. We will review your complaint or appeal which will commence within 5 working days of receiving the complaints. Complaints and appeals will be finalized as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Nomi College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed. We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come to a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal. Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report to you.



Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your will be maintained until the external process is completed and has supported or not our decision to report you. If the appeal is against our decision to defer, suspend or cancel your enrolment due to misbehavior, we will only act after the outcome of the internal appeals process.

### **Independent parties**

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the Nomi College
- incorrect advice given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below:

### **National Training Complaints Hotline**

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

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

**Email:** [ntch@education.gov.au](mailto:ntch@education.gov.au)

### **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### **Compassionate or compelling circumstances**

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

### **Course progress and monitoring**

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent, we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and are maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process: or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed if: you

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

### **Deferring your course**

Nomi College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 3 weeks.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

### **Suspending your course**

Nomi College allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 3- 4 weeks.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contacting the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

### **Transferring courses**

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from Nomi College. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension, and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the CRICOS course and institution search.

Nomi College will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.

- you can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by Nomi College, or by an education or migration agent, regarding the Nomi College or the course, and the course is therefore unsuitable.

Nomi College will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to support services that have not yet been provided or offered to you.

### **How to apply**

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DoHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

### **Appealing the decision**

If your application is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

## Transferring courses within Nomi College

Nomi College offers students the options to transfer to other courses within Nomi College.

Nomi College will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Nomi College will not approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to support services that have not yet been provided or offered to you.
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- you have unpaid course fees for the current study period.

## How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DOHA to seek advice on whether a new student visa is required.

It is also important to check whether any additional fees will be required to be paid.

## Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

## Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

## **Suspending or cancelling your enrolment**

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e. not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to you until the internal appeal process is complete unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the Doha to seek advice on your student visa.

## **Privacy and access to records**

### **Why we collect your personal information.**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law [under the National Vocational Education and Training Regulator Act 2011 (CTH) (NVETR Act)] to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.



## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer
- information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specific functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>



## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Nomi College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

## Student code of conduct

The following information outlines what's expected of you.

### Your responsibilities

### Policies and procedures

You are expected to:

- read and follow our policies as documented in this handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

# NOMI COLLEGE

## Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

## Classroom conduct

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

## Respects and Ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

## Your Rights

### Policies and procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you.
- can provide feedback on services received.

### Learning and assessment

You can expect to:

- be provided with high quality training, assessment, and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.

### Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

### Respect and Ethics

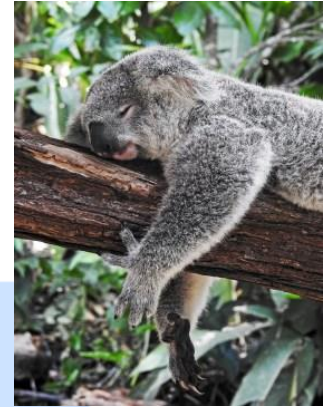
You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students

## Important information about Australia

### Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.



*This information has been sourced from Study in Australia provided by the Australian Government.*

*If you would like more information about a specific topic, please visit the website:*

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

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## Accommodation

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

## Transport

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



## Health and safety

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

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

## Working on a student visa

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights, and information about the Fair Work Ombudsman visit:

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

## Overseas Student Health Cover (OHSC)

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

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>

## Emergency contacts and other useful numbers and information

### Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



### Non-Emergency Contacts

If health concern is not urgent call the health direct helpline at any time on 1800 022 222

Non-emergency police contact-(131 444)

You can call 131 444 to report some non-urgent crime and events anytime, anywhere 24 hours a day, seven days a week.

### Police station

The nearest police station is:

The nearest police station Sydney: 151-241 Goulburn St, Surry Hills NSW 2010, Australia

The nearest police station Perth: 2 Fitzgerald St, Northbridge, WA 6000

The nearest police station Melbourne: 226 Flinders St, Melbourne VIC 3000

The nearest police station Adelaide: 55 Hindley St, Adelaide SA 5000

### Department of Home Affairs (DoHA):

(02) 6264 1111.

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

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## Medical facilities near campus:

The closest hospital to campus with an Accident and Emergency Department is:

### Medical Centre Sydney

- Surry Hills Medical Centre (573 Crown St, Surry Hills NSW 2010)
- Crown St Medical Centre (351 Crown St, Surry Hills NSW 2010)
- Bourke Street Clinic (1/421 Bourke St, Surry Hills NSW 2010)
- St Vincent's Private Hospital Sydney-(406 Victoria St, Darlinghurst NSW 2010)
- CentralSydneyPrivate Hospital -( Level 5, Sussex Centre, 401 Sussex St, Haymarket NSW 2000)
- Centennial Plaza Medical Clinic (2/300 Elizabeth St, Surry Hills NSW 2010, Australia)
- Royal Prince Alfred Hospital - (50 Missenden Rd, Camperdown NSW 2050)



### Medical Centre Adelaide

- Adelaide City General Practice- (Level 2/29 King William St, Adelaide SA 5000)
- Women's and Children's Hospital - (72 King William St, Adelaide SA 5000)

### Medical Centre Melbourne

- Queen Victoria Women's Centre- (210 Lonsdale St, Melbourne VIC 3000)
- Melbourne City Medical Centre- (: 68 Lonsdale St, Melbourne VIC 3000)

### Medical Centre Perth

- Pier Street Medical- (305 Pier St, Perth WA 6000)
- Central City Medical Centre- (14/378 Wellington St, Perth WA 6000)

## Transport services

The following table presents an overview of multi-modal intra-city public transport networks in Australia's larger cities. The table does not include tourist or heritage transport modes (such as the [private monorail](#) at [Sea World](#) or the tourist [Victor Harbor Horse Drawn Tram](#)).

City	Overview	Integrated network name	Buses	Urban rail/Commuter rail	Light rail	Watercraft	Rapid transit
Adelaide	Public transport in Adelaide	Adelaide Metro	Yes	Yes	Yes		
Melbourne	Public transport in Melbourne	Public Transport Victoria	Yes	Yes	Yes	Limited	Planned
Perth	Public transport in Perth	Transperth	Yes	Yes		Yes	
Sydney	Public transport in Sydney	Transport for NSW	Yes	Yes	Yes	Yes	Yes



## Crisis Support

### Lifeline 13 11 14

Lifelines provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



### Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression, or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: [www.beyondblue.com.au](http://www.beyondblue.com.au)



See a range of help lines and websites at

<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids' helpline, Relationships Australia, and Headspace.

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