



Student Orientation Handbook

A Guide for International Students

CRICOS Provider Code #: 03450E

RTO Provider Code #: 41340

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Campus Address:

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Phone: (03) 9043 1668

Email: info@daltoncollege.vic.edu.au

Website: <http://www.daltoncollege.vic.edu.au/>

Reference Guide

Student Name: _____

Dalton College Student ID: _____

Unique Student Identifier (USI) Number: _____

Australian Mobile Number: _____

Email: _____

Dalton College Address

Suite 1, Level 14, 190 Queen Street
Melbourne
Victoria 3000

Postal Address

Suite 1, Level 14, 190 Queen Street, Melbourne, Victoria 3000
Phone: (+613) 9043 1668
Email: info@daltoncollege.vic.edu.au
Website: <http://www.daltoncollege.vic.edu.au>

Important contact information for the Dalton College team

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Administration	03 90431668	info@daltoncollege.vic.edu.au
Student Support Enquiries Student	03 90431668	academic@daltoncollege.vic.edu.au
Reception desk 9am to 5:30pm Monday to Friday	03 90431668 After hours: 0415800087	info@daltoncollege.vic.edu.au

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Director's Message

Dear Students,

Global Education Consultant Pty. Ltd. t/a Dalton College is a modern and dynamic educational institute. We offer programs that encourage students to maximise their academic potential and provide practical training for future employment. We pledge to continuously set the standards of education excellence worldwide.

All courses are delivered within an exciting and multicultural environment by dedicated and experienced staff. The courses offered at Dalton College meet national and industry standards. Our students can integrate their skills and techniques that have been taught at Dalton College for their chosen career pathway. Thus, it elevates the professionalism of all industries. Our college houses excellent resources and facilities to support learning.

I hope you will enjoy your time at Dalton College and wish you every success in your studies.

Your Sincerely,

A handwritten signature in black ink that reads "Krystal Lee".

Krystal Lee
Chief Executive Officer



Welcome to Dalton College.

Introduction to Melbourne

Melbourne is Australia's second largest city with a population over 5 million people. It is the capital city of Victoria and is rated as the most liveable city in the world for the seventh consecutive year. Melbourne is an exciting place to be an international student. There are many beautiful parks, sunny beaches and a thriving arts and culture that is blended with interesting Australian history.

Dalton College is in the Melbourne CBD and many tourist attractions are within walking distance. For example: Flagstaff Gardens, Melbourne Central, Melbourne Aquarium, Crown Casino, Federation Square, National Gallery of Victoria, Old Melbourne Gaol, Yarra River, and the Melbourne Museum.

For further information, please visit <https://www.tourismvictoria.com/>

Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student nationalities, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. With more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

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Australia is recognised as a great place to live - but did you know

Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

Global Recognition

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- o The Education Services for Overseas Students Framework, which includes the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (as amended), and the Standards for RTOs 2025, sets out the legal framework governing the delivery of education to overseas students studying in Australia on a student visa.
- o The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your college (education provider) can't continue to offer your course.
- o The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- o Ombudsman organisations that can investigate complaints about problems that international students have with their institutions.
- o The Standards for RTOs 2025 replace the previous 2015 Standards. They strengthen requirements for governance and risk management, learner protection and wellbeing, inclusivity, industry engagement, assessment quality, and continuous improvement. All RTOs must ensure that policies, procedures, and practices demonstrate progressive and ongoing alignment with these new requirements from 1 July 2025.
- o You can find out more about the legislation and departments and organisations to assist you on the following website:

<http://www.ombudsman.gov.au/about/overseas-students>

<https://www.australia.gov.au/information-and-services/education-and-training/international-students>

<http://cricos.edhttps://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Also refer to the Dalton website <http://www.daltoncollege.vic.edu.au/>; your Student Handbook and Student Prospectus.

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and so much more.

Melbourne

<https://www.studymelbourne.vic.gov.au/>

Study in Australia

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

Living in Australia

<http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

Life in Australia Book

<https://archive.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

Translated versions are also available on this page.

International students rate Australia highly

The main 2018 survey covers students in Higher Education, Vocational Education and Training, English language institutions and international students in secondary school. The survey found 89 per cent of international students were satisfied or very satisfied with their living and learning experience in Australia.

In 2018, over 10,000 international students who graduated from an Australian university in the last decade were asked about their current employment status and their perceptions of the value of their Australian qualification in the global job market. This report of the survey's findings demonstrates that completing an Australian higher education qualification does make our international students very employable, particularly for those who return home, but also for those who choose to stay longer and gain work experience in Australia.

Your learning environment

By choosing to study in Australia, you are joining hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. In many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

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Australia – a research intensive country

Australia has a long and proud tradition of world class research and development that has benefited millions around the world. From the discovery of penicillin in 1945 and the discovery of acquired immunological tolerance in 1960, through to observations which led to the discovery of the accelerating Universe in 2011. Australia has a proud record of contributing to the benefits of the world:

- Through the Backing Australia's Ability initiative, A\$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.
- Australia is investing over A\$140 million will be spent over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research, and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

Safety

We take your safety seriously, so we strongly advise you to read all of the links below to be very well informed on all aspects of your safety prior to coming to Australia. The links below also cover health insurance and other useful information for you to reference.

Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

If you have any difficulty assessing these links please advise the College to enable us to assist you. For more information on this please visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

SUN AND WATER SAFETY

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>

FIRE SAFETY:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire>

EMERGENCY INFORMATION:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

PERSONAL SAFETY:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

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If you are planning to travel during your holiday breaks please ensure you are aware of any possible health risks for that area.

Other Important websites:

Overseas Students Ombudsman

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

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as <http://www.homeaffairs.gov.au/> for the latest information.

Student Visa Details

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Applying for a Student Visa – <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Provider default (if your provider can no longer offer your course for study)

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default>

Life in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same.

Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world. The first migrants were mostly from Britain and Ireland and this Anglo-Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

Fundamental freedom

All Australians are entitled to several fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

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Respect for the equal worth, dignity and freedom of the individual

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination based on race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

Freedom of speech

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue, if they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

Freedom of religion and secular government

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian laws. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

Support for parliamentary democracy and the rule of law

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

Equality under the law

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital

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status or disability; or because of their political or religious beliefs.

Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be based on a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

Equality of men and women

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.

Equality of opportunity and a spirit of egalitarianism

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.

Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

Peacefulness

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger.

There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

Shared values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and

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beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

Australian society today

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians can express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged based on their country of birth, cultural heritage, language, gender or religious belief. To maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

Laws and social customs

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

Visit the following links for more information:

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values>

https://en.wikipedia.org/wiki/Law_of_Australia

<https://www.australia.gov.au/information-and-services/public-safety-and-law>

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

<https://www.humanrights.gov.au/how-are-human-rights-protected-australian-law>

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Introduction Dalton College

The purpose of this Student Orientation Handbook is to assist you in your transition to studying in Melbourne, Australia. Dalton College has one campus in Melbourne's central business district; it is located at Suite 1, Level 14, 190 Queen Street Melbourne VIC 3000.

Local Amenities

Dalton College is only 2 minutes away from the Flagstaff train station. We are also surrounded by the complex tram network of Melbourne. The stop for tram 55 is located at 2-3 minutes walking distance from Dalton's Campus. *For more information visit <https://ptv.vic.gov.au>*

The Queen Victoria Market is about 10-minute walk from Dalton College. Additional retail shopping outlets such as Melbourne Central Shopping Centre and the Emporium are about a 5-10 minutes' walk.

Classrooms

All classrooms are air-conditioned and well-furnished with classroom furniture and equipment for effective learning to take place. All classrooms are located on level 14 which can be accessed via the lifts at Suite 1, Level 14, 190 Queen Street, Melbourne VIC 3000.

Student Lounge

Dalton College provides a student lounge area. This area is tailored for students who wish to relax, socialise and converse in English. Please also find access to student computers and internet. There are also helpful information brochures and books to help you adjust to living in Melbourne as an international student.

Student Support Services

Being an international student is exciting, but it can also be challenging. We have a student support department, with 2 dedicated Support Officers, that can be easily approached to provide help on academic and personal issues. This department provides professional and confidential advice in many areas and can also provide references to external sources of support. Any external referrals are conducted by Dalton College at no cost to the student. However, there may be fees and charges for the external help which will be clarified for the student before external services are requested.

Dalton College student support is available Monday- Friday 9:00am- 5:30pm or After Hours leave a message on 0415 800 087. Enquires just ask at reception or email the Support Officers Directly.

Dalton College has, for all its scope of registration, and consistent with its training and assessment strategies, sufficient educational and support services to meet the needs of the Student cohorts undertaking its training and assessment services. Dalton College determines the support needs of individual Students and provides access to the educational and support services necessary for the individual Student to meet the requirements of the training product as specified in training packages or VET accredited courses. In line with the Standards for RTOs 2025, Dalton College also ensures reasonable adjustments for learners with additional needs, learner wellbeing and inclusivity, and systematic use of student feedback to inform continuous improvement.

Student Wellbeing and Mental Health Support

Dalton College recognises that student wellbeing is essential for academic success and personal

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growth. We are committed to providing a safe and supportive environment that promotes positive mental health and resilience. Students have access to confidential counselling referrals, wellbeing workshops, and staff trained to provide first-line wellbeing support. We encourage students to speak openly about any challenges they may face, and we will connect them with appropriate internal or external services when needed.

Key wellbeing initiatives include:

- Access to confidential counselling referrals.
- Stress management and study–life balance support.
- Wellbeing awareness events and health promotion campaigns.
- Crisis and critical incident support.

Diversity, Equity and Inclusion

Dalton College values the cultural, linguistic, and personal diversity of our students. We are committed to an inclusive learning environment where every student feels respected, valued, and supported regardless of background, gender, faith, disability, or identity.

Our DEI commitment includes:

- Respectful learning spaces that celebrate multiculturalism.
- Reasonable adjustments for students with additional needs or disabilities.
- Zero tolerance of bullying, harassment, or discrimination.
- Inclusive teaching and assessment practices.
- Opportunities for students to contribute feedback to improve inclusivity.

Students are encouraged to share any concerns regarding inclusivity or equity with the Student Support Officers, who will respond sensitively and confidentially.

Orientation

Your orientation should include:

- All students are to receive a copy of the Student Orientation Handbook (this book) and each section is to be explained to students.
- Dalton expectations including dress code, student behaviour, and Code of Conduct
- Discussion about support services to assist you to adjust to study and life in Australia.
- Meet the student support officers and details on how and when to contact them
- Educational support services including English Language and study assistance programs
- Details about non-educational support services including legal, emergency and health services
- All relevant policies and procedures including attendance, course progress, refunds, critical incidents, transferring to another college, deferring suspending or cancelling your enrolment, and complaints and appeals, course credit/RPL, obligation to advise the college of any changes to your contact details including emergency contacts within 7 days of a change.
- Australian laws and customs e.g. smoking/drinking
- A tour of the College identifying facilities and resources, student reception, classrooms, student areas, student administration area, and any other relevant areas within the College such as toilets, fire exits, and restricted areas.
- Services available to students with general or personal issues

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- Services students can assist for information on your employment rights and conditions, how to resolve workplace issues, such as through the Fair Work Ombudsman <https://www.fairwork.gov.au/how-we-will-help>
- Timetables; learner guides/books (as applicable), class information; work placement information if applicable.
- How to apply for leave
- Personal safety and security including beach and sun safety
- Emergency evacuation plan and procedure
- Ensure all of your details and paperwork are completed
- Ensure the college has your current address and all contact details
- Ensure the college has your Health cover details
- Collect feedback on your enrolment experience including your Education Agent
- On completion of orientation, students are required to sign an Orientation Program Checklist Form.

MORE HELPFUL LINKS:

- <https://www.cancer.org.au/preventing-cancer/sun-protection/>
- <https://www.cancer.org.au/preventing-cancer/reduce-your-risk/be-sunsmart.html>
- <http://www.sunsmart.com.au/>
- <https://www.arpansa.gov.au/understanding-radiation/radiation-sources/sun-radiation>
- <https://www.healthdirect.gov.au/beach-safety>
- <https://www.royallifesaving.com.au/facts-and-figures/key-facts/locations/beach-safety>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>
- <https://www.legalaid.vic.gov.au/find-legal-answers/personal-safety-intervention-orders>
- https://www.police.vic.gov.au/content.asp?Document_ID=43820
- <https://www.vic.gov.au/emergencies-safety/personal-public-safety.html>

Any questions or queries please just ask the orientation officer for student support staff.

Nominated Student Support Officer

Whilst all staff employed by Dalton College has the responsibility to provide support to all students, Dalton College has designated Student Support Officers who are available to all students, on an appointment basis, through College hours of business.

Students can access the Student Support Officer directly or via student administration and an appointment is organised as soon as practical. All Student Support Officers have access to up-to-date details of the range of Student Support Services (refer to Student Support Services Referral List below).

Dalton College's Student Support Officers' contact:

Ph: (03)9043 1668 **Email:** academic@daltoncollege.vic.edu.au

The officers are available every weekday between 9am and 5pm.

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After Hours: 0415 800 087

Dalton College ensures that all Student Support Officers who interact directly with overseas Students are aware of obligations under ESOS framework and potential implications for overseas Students arising from the exercise of these obligations and student visa requirements

Student Support Services

The following support services are available and accessible for all Students studying with Dalton College. The College will provide Students with contact details of external professionals whenever this is considered as a more appropriate support service to meet the Student's need. This list of services is also available on Dalton's Student Notice Board. Any referrals are conducted by the College at no cost to the Student, but fees and charges may apply where an external service is used by the Student and the Student will be advised prior to using such services outside of the College.

- ***Study and Life in Australia***

All Students go through an Orientation Program during at Dalton College before the commencement of their course. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:

- Orientation to Life in Melbourne and Australia and a tour of Dalton College
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Information on other support available e.g. Legal, emergency and health services available
- Visa requirements and their work conditions
- Overview on ATO requirements and their employment rights and contact details for Fair work Australia.
- Safety information including what to do in the event of an emergency on or off campus, sun and beach safety.
 - <https://www.visitvictoria.com/information/health-and-safety>
 - <https://www.cancer.org.au/preventing-cancer/reduce-your-risk/be-sunsmart.html>
 - <http://www.sunsmart.com.au/>
 - <https://www.healthdirect.gov.au/beach-safety>
 - <https://beachsafe.org.au/>

- ***English Language and Study Assistance Programs***

Educational Student Support during training:

Dalton College will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

Student Orientation Handbook

During training, your Trainer/Assessor may identify the need for additional learner support and discusses options with the Academic Manager. This is to assist you to be able to complete your studies on time.

The Trainer/Assessor completes a Special Needs Report in conjunction with the Trainer/Assessor or Student Support Services Officer. When support needs arise, the Trainers/Assessor includes a range of support needs in the Special Needs Report Action Plan for each individual Student identified. Support needs may include:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to internal and/or external Language, Literacy and Numeracy support.
- Referral to internal study skills support.
- Referral to an external agency (e.g. Department of Home Affairs)

If you need help please do not hesitate to let someone know, we are here to help you.

Academic Challenges

Any student that has concerns with their attendance, academic performance or other school related issues are welcome to talk to a student support officer. Any student that is found to be at risk of not achieving the requirements of their course or not sufficiently meeting student visa conditions will be contacted by student support. All academic progress and attendance are monitored by Dalton College. Students can gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

VISA REQUIREMENTS:

It is important that you know and understand your visa obligations while you are studying in Australia. Any breach of visa conditions could result in you having to return home.

<https://www.studyinaustralia.gov.au/english/apply-to-study/visas>

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

STUDENT VISA CONDITIONS:

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

- Complete the course within the duration specific on the CoE
- **Maintain** satisfactory academic progress
- **Maintain** satisfactory attendance
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia

Student Orientation Handbook

- Remain with your principal education provider for 6 calendar months, unless released from the college to attend CRICOS registered school. Also Refer National Code Standard 7 – Transfer Policy and Procedure.
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit

<https://archive.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

Working in Australia

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.

Pay rates and workplace conditions are set by Australian law.

[The Pay and Conditions Tool \(PACT\)](#) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The [Fair Work Australia](#) can give you further information and advice about your workplace rights and obligations and has workplace information translated into [different languages](#).

Your rights and protections include [workplace health and safety matters](#).

Refer: <https://www.fairwork.gov.au/employee-entitlements>

Your employer cannot cancel your visa.

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia

Keep a diary of days and hours worked, keep copies or records of employment details, pay slips, agreements, superannuation and tax documents.

NOTE: If you are 'working' by doing housekeeping/cleaning for your food and room, that is still considered by the Department of Immigration as working. The amount you work then is to be deducted from the total 40 hours per fortnight maximum you are allowed to work. You may also be entitled to superannuation payments for this kind of work. If unsure contact the Department of Immigration and Fair work.

Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links.

<https://calculate.fairwork.gov.au/>

<https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

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Contact the Fair Work Ombudsman

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their [anonymous reporting service](#).

Studying in Melbourne

Description about Melbourne and links to sites of interest.

Surrounding areas to visit.

Links to any other surrounding areas of interest you wish to highlight for students.

Overseas student health cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders for the duration of your studies. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and evidence of the same. If you do not buy your OSHC through the college you must provide evidence of your insurance no later than at Orientation.

Students can also purchase their OSHC through their Education Agent or contact us directly; however evidence will be required during enrolment that students have sufficient cover.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

Medibank Private: www.medibank.com.au

NIB: <https://www.nib.com.au/overseas-students>

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Some students may be exempt from requiring OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-deed.htm>

OSHC FACTSHEET (Australian Government)

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GLOBAL EDUCATION CONSULTANT Pty. Ltd. t/a Dalton College

Head Office: Suite 1, Level 14, 190 Queen Street, Melbourne VIC 3000 Phone: (03) 9043 1668

Email: info@daltoncollege.vic.edu.au Website: <http://www.daltoncollege.vic.edu.au/>

RTO Code: 41340, CRICOS Provider Code: 03450E, ABN Number: 83 603 077 970

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<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

Comprehensive Questions and Answers

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Frequently+Asked+Questions-1>

Australian laws and travel tips

Below is a link to Australian Government Legislation both Commonwealth, State and Territory:

<https://www.australia.gov.au/information-and-services/public-safety-and-law>

Please see the link below for the link to the Australian government site with tips for travellers.

<https://smartraveller.gov.au/guide/all-travellers/everyone/Pages/advice-for-all-travellers.aspx>

Below is a link to Australian Facts and Figures:

This provides information on Australian history, facts about Australian, currency, exchange rates, weather and more.

<https://www.australia.gov.au/about-australia/facts-and-figures>

Personal Challenges

There are several personal issues that can influence any student's academic performance. Our student support officers are available to help any student however, if you personally chose to look for external help you can call:

- Study Melbourne Student Centre 1800 056 449 (24 hours)
- Lifeline Australia (Crisis Support and Suicide Prevention) 13 11 14 (24 hours)
- Men line Australia (Men specific) 1300 789 978 (24 hours)
- Crisis Accommodation Melbourne 1800 825 955 (24 hours free call)
- Safe Steps Family Violence Response Centre 1800 015 188 (24 hours free call)
- Gambling Help 1800 858 858 (24 hours)

The following support services are free. However, please check with your mobile phone provider about call charges.

Accommodation

Dalton College does not offer any accommodation services or take any responsibility for accommodation arrangements. However, Dalton College can refer students to the appropriate living services to help any students with accommodation difficulties.

You should already have your accommodation arranged, but, if you need help please talk to a support officer.

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1. Choosing Where to Live

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with the college your accommodation options are locations near Flagstaff Station Melbourne Central and Southern Cross Station

2. Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

3. Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. Fees will be charged and can vary from school to school depending on if it is a State or Private School and the location.
2. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

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3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
5. You will be responsible for the school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact: 03 9043 1668

MELBOURNE SCHOOLS:

There are two types of schools in Australia – State schools and independent schools.

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

Directory of State and Independent Schools Melbourne

<https://www.australianschoolsdirectory.com.au/melbourne-schools.php>

Social Programs

Student support may occasionally organise social events that will allow current students of Dalton College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. Dalton College is open to all suggestions made by students.

Emergency Services

000 is the emergency number for police, ambulance and fire.

Medical Referrals

Dalton College can recommend medical facilities that are in walking distance from the school. Student support can assist students upon request in finding the most appropriate medical professional.

The following lists the most convenient general medical practitioners around Dalton College:

- CBD Doctors Melbourne (03) 9077 9912 at 10/53 Queen St Melbourne VIC 3000.
- Collins Street Medical Centre (03) 9654 6088 at 7/267 Collins St Melbourne VIC 3000.
- Melbourne City Medical Centre (03) 9639 9600 at 68 Lonsdale St Melbourne VIC 3000.

Legal Services

Dalton College can provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Please visit these websites for further legal information:

- Legal Aid Victoria www.legalaid.vic.gov.au/lawyeratcourt.htm
- Study Melbourne Student Centre www.studymelbourne.vic.gov.au
- Consumer Action Law Centre www.consumeraction.org.au
- Tenants Union of Victoria www.tuv.org.au

Agents

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a convenient way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the college you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

Students can enrol directly to the college with no agent.

- Students onshore are eligible to apply for a student visa before the visa they have entered on expires. For more details contact DHA.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Pre-arrival and Arrival information

Important Information & Emergency Contacts

General Contact Details including phone & email

Phone: (03) 9043 1668

Email: info@daltoncollege.vic.edu.au

International Student Coordinator

Phone: (03) 9043 1668

Email: info@daltoncollege.vic.edu.au

International Student 24 Hour Emergency Contact

Phone: +61 452 590 533

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Email: info@daltoncollege.vic.edu.au

Important Telephone Numbers

**IN THE CASE OF EMERGENCY DIAL 000
or 112 from a mobile phone for Police, Fire or Ambulance**

Department of Home Affairs

Offices in Australia: <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

Make an Enquiry: <https://www.homeaffairs.gov.au/about/contact/make-enquiry>

MELBOURNE OFFICE

Street address: 2 Lonsdale St, Melbourne VIC 3004

Counter hours: 9 am to 4 pm Monday to Friday

Phone: 1300 853 773

Immigration Offices Outside of Australia - <https://www.homeaffairs.gov.au/about/contact/offices-locations>

MEDICAL CENTRES / HOSPITALS:

Sonic Health Plus Flagstaff

Address: Level 10/277 William St, Melbourne VIC 3000

Phone: (03) 9224 8398

DENTIST:

Collins Street Dental

Level 2, 2 Collins St

Melbourne, VIC 3000

Phone: (03) 9654 5144

EMERGENCY AFTER HOURS CARE:

Doctor Doctor Pty Ltd

Suite 2, Level 41, 600 Bourke Street

Melbourne, VIC 3000

+61 3 8341 1200

+61 3 9429 8677

vic@doctordocor.com.au

House Call Doctor:

13SICK, National Home Doctor Service

Victoria

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Phone: 03 9429 5677

LIFELINE:

Lifeline Australia – Suicide Prevention

Call: 24 hours, 7 days a week

Phone: 13 11 14

Website: <https://www.lifeline.org.au>

PREGNANCY HELP:

CHEMIST / PHARMACY:

BEYOND BLUE:

Beyond Blue Australia – Depression. Anxiety.

Call: 24 hours, 7 days a week

Chat Online: 3pm -12am, 7 days a week

Phone: 1300 224 636

Website: <https://www.beyondblue.org.au/>

POISONS INFO:

INTERPRETING HOTLINE:

Immediate Phone Interpreting

Call: 24 hours, every day of the year

Phone: 131 450 (within Australia)

Phone: +613 9268 8332 (outside Australia)

Website: <https://www.tisnational.gov.au/en>

LEGAL SERVICES:

Victoria Legal Aid

Address: 570 Bourke St, Melbourne VIC 3000

Hours:

Open · Closes 6PM

Phone: 1300 792 387

Transport:

Flagstaff Train Station

Tram: William St/Bourke St

Tram: Lonsdale St/William St

Public Facilities:

ATM Near You -

Commonwealth Bank ATM

Address :221 William St, Melbourne VIC 3000

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Post Office Near You – Websites:

<https://auspost.com.au/locate/post-office/vic/melbourne/3000/melbourne-law-courts-post-shop-336663>

Australia Post

Address :Ground Floor/277 William St, Melbourne VIC 3000

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604
India	(02) 6273 3999
Greece	(03) 9866 4524
Indonesia	(03) 9525 2755
Japan	(03) 9639 3244
Korea South	(02) 6273 3044
Malaysia	(03) 9820 0921
Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714
Vietnam	(02) 6268 6059

For a complete list of foreign embassies in Australia visit - <https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>

Arranging Travel:

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Once you know your travel details you should advise the College.

Melbourne Campus

You should fly into Melbourne International Airport Visit <https://www.melbourneairport.com.au/>

Before arrival you must have contacted the College and given your flight details to the International Student Coordinator. Dalton College will pick you up at an additional cost and take you to your accommodation if required and pre-arranged.

On arrival you can catch a cab or train/bus to your accommodation.

Things to Do: Before Leaving Home:

- Apply for passport
- Arrange your student visa
- Make contact with College
- Complete required forms with College
- Make payments to the College
- Arrange for immunisations and medications from Doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements.....
- Arrange travel insurance / OSHC
- Advise the college of your travel details.....
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - Name and contact details of a College representative
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
 - Important documents:
 - THIS HANDBOOK!
 - Passport
 - Letter of Offer & Agreement.....
 - Confirmation of Enrolment (eCoe).....
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, driver's licence, birth certificate (or copy).....
 - Receipts of payments made to the College
 - Medical records and / or prescriptions

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

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact College.....
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at College (compulsory)
- Advise College of your Australian address, phone and email
- Get student ID card
- Advise health insurance company of address & get card

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- Open a bank account
.....
- Attend faculty/course specific orientation sessions.....
- Get textbooks
- Start classes
- Apply for tax file number (if seeking work)
- Get involved in student life and associations
- (e.g. join library, music, sporting and cultural clubs).
- Keep copies of all payments you make to the College
- Keep a copy of your Student Contract

What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information visit the Australian Customs website: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/overview> and the following hyperlinks.

Individuals and Travellers

Visit the following hyperlinks for more information:

- [Visiting Australia](#)
- [Bringing Items into Australia / Entering or Leaving Australia](#)
- [Moving to Australia](#)
- [Visa support](#)
- [Importing or buying from overseas](#)
- [Studying in Australia](#)
- [Working in Australia](#)
- [Visas](#)
- [Check your visa and work entitlements \(VEVO\)](#)

Various other information on living in Australia

<http://www.studyinaustralia.gov.au/global/live-in-australia>

<http://www.studyinaustralia.gov.au/global/why-australia>

Course Credit

- Applicants must apply for credit transfers at enrolment time or within 28-days of course commencement and unit commencement. This may affect your visa so you need to let us know urgently.
- Applicants wishing to apply for a credit transfer must apply using the credit transfer form from Dalton's Student Administration.
- Applicants must present his/her statement of attainment or qualification, so the Academic Manager can assess and map the unit/s presented for credit transfer against the unit/s proposed to be delivered by Dalton College.

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- Applicants must provide Original documents or certified duplicate documents from the issuing provider.
- Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.
- Documents will be verified with the issuing RTO if for any reason the Dalton College staff member questions the authenticity of the documents.
- Credit Transfer is different from Recognition of Prior Learning.

(For detailed information, please refer to Course Credit Policy and Procedure <http://www.daltoncollege.vic.edu.au/resources/policies-and-procedures/>)

Satisfactory Attendance

International students studying ELICOS of Dalton College are required to maintain a fulltime study load as a core student visa condition. The attendance of ELICOS students is monitored by Dalton College. Full time study means 20 hours face to face study per week.

Where a student is deemed at risk below the required 80% attendance threshold, Dalton College will counsel and provide support to prevent an unsatisfactory attendance record.

Refer to our full *Attendance Policy and Procedure*.

ATTENDANCE ELICOS STUDENTS:

To satisfactorily pass your course it is expected you will attend 100% of your classes, unless you are unwell, or you have other compassionate or compelling reasons to not attend.

All colleges in Australia are required to have class rolls to ensure all students are attending as part of our duty of care and general student safety. It is also a requirement of a student visa that you attend full time study (20 hours per week), therefore colleges must be able to prove this to government officials. If it is found you are not attending regular classes as required by your visa, by the government you risk your visa being cancelled.

Attendance Reporting Status	RTO Action (For EAL and ELICOS Students Only)
When a student has missed 5 or more consecutive days of classes without prior approval	The student will be immediately contacted by phone/email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not successful, the Administration Manager is to be informed and shall attempt to identify the student's current contact details. Where the student is not able to be contacted by phone/email, 'Student Attendance 1st Warning Letter' is to be sent to their last known address.

<p>When a student's projected attendance falls below 90%</p>	<p>The student is to be sent a 'Student Attendance 1st Warning Letter' informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%.</p>
<p>When a student's projected attendance falls below 85%</p>	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter'. This communication will indicate the student is required to organise an appointment with the Academic Manager to discuss their poor attendance record and any intervention strategies to ensure they stay above 80% for course duration (total scheduled contact hours). If the student does not respond within 5 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.</p>
<p>When a student's projected attendance falls below 80%</p>	<p>The student shall be sent a 'Student Attendance Breach Recorded Letter' letter indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' notifying the student of the action taken.</p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a student's attendance falls below 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Administration Manager who will monitor the recorded breach and report the breach as required. A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

(For detailed information, please refer to International Student Attendance Policy and Procedure)

Academic Progress

International students of Dalton College are required to maintain satisfactory academic progress as part of their student visa condition. This progress is carefully monitored by Dalton College. A student must maintain a 50% satisfactory mark cover two consecutive terms in a course. Any support and guidance will be given where the academic progress requirement has not been achieved.

Any student identified as at risk of not passing their course will be offered assistance. Students are also encouraged to ask for help at any time.

Every Five (5) weeks the Administration Manager will review the satisfactory course progress of all students.

The Student Support Officer (SSO) shall issue **Unsatisfactory Course Progress Notification Letter** indicating to the student that they have fallen below 50% academic performance for the term to date, and failure to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term. The letter shall remind the student that failing to achieve this satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Immigration and Border Protection (DIBP) via PRISMS. The student is to be given the opportunity to be counselled to improve their academic progress. If student fails to improve their academic progress after the completion of the term, an intervention strategy will be instigated.

When a student's projected satisfactory course progress falls below 50% for a completed single term, the SSO shall issue a '1st Warning Letter'. This letter will indicate that the student must contact Dalton College to organise an appointment with Academic Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following Term.

The intervention strategy is instigated at this stage. At the meeting, the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention & Extending Course Duration Policy & Procedure'.

In all cases where the student does not respond to written communication within 5 working days, the Administration Manager will attempt to contact the student via telephone. If contact is still not made, then the Administration Manager will inform the Compliance Manager and CEO, and gain approval to issue a breach recorded letter or take appropriate action in regards with student's enrolment.

When a student's projected satisfactory course progress falls below 50% for 2 consecutive terms, the SSO shall issue a 'Breach Recorded' letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive completed terms. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to DHA for unsatisfactory satisfactory course progress in their course of study.

The student will also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does not initiate an appeal or complaint process within 20 days, the report shall be submitted to DIBP via PRISMS.

(For detailed information, please refer to Monitoring Course Progress Policy and Procedure)

Student Orientation Handbook

Deferment, Suspension or Cancellation

- Serious illness or injury, supported by the medical certificate states the student's inability to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include involvement in, or witnessing of a serious accident;
- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- Misbehaviour by the student;
- Student's failure to pay the amount which he/she was required to pay to undertake or continue the course as stated in the written agreement;
- Breach of course progress or attendance requirements, which occur in accordance with National Code Standard 8.

(For detailed information, please refer to *Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedure* <http://www.daltoncollege.vic.edu.au/resources/policies-and-procedures/>)

Refund Policy

Outline of Default Refund Arrangements	
Initial Visa refused prior to course commencement (with Department of Immigration Refusal Letter)	Full refund less administration fee
Dalton College is unable to provide the course for which the original enrolment and payment has been made	Full refund
Withdrawal prior to agreed start date: Notify the College more than 60 days prior the course commencement date or within cooling off period	Full refund less administration fee
Withdrawal prior to agreed start date: Notify the College less than 60 days and greater than 28 days prior the course commencement date	Only course material fee is refundable
Withdrawal prior to agreed start date: Notify the college less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Immigration Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s

Student Orientation Handbook

Outline of Default Refund Arrangements	
Dalton College is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund (student will be invoiced for tuition fees before the date of cancellation of their COE)
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Immigration and Border Protection, as required by law.	No refund (student will be invoiced for tuition fees before the date of cancellation of their COE)
Student's extension of Visa is not granted.	No refund
	If entire fees are paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
Visa is not granted due to fraud by student	No refund
RPL assessment	No refund

*****Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser*****

Refund Policy Conditions and Processes

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must complete a 'Refund Application Form' (Appendix) and submit this form to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Dalton College's website

All refund applications are to be assessed by the Administration Manager and applications processed within ten (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Please note:

1. **Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Student Acceptance Agreement.**

Student Orientation Handbook

- Dalton College is not able to provide any refunds for fees paid to parties such as Health insurance or fees paid directly to an education agent.* *third*
- Where the student breaches Dalton College Policies and Procedures no refund is payable.*
- Students do not apply for a refund where they have defaulted on payment of Tuition and material fees.*
- Payment of a refund application cancels a student's enrolment.*

Full Refunds

Dalton College will make a refund of course fees paid in the following circumstances:

1. Visa refused before commencement date

If a student's initial visa is not granted, a full refund of fees received by the College will be issued to the student less the Administration Fee and Enrolment fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

Please note: Without proof of refusal from the Department of Immigration and Border Protection, NO refund will be granted.

2. Dalton College does not commence or ceases delivery of a course

Dalton College reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Dalton College does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Dalton College is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, Dalton College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Dalton College will not be liable to refund the money owed for the original enrolment.

Tuition Protection Service

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

Partial Refund 1. Student withdraws more than 60 days before course commencement date or within cooling off period

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, all fees paid are refundable, less an Administration fee and Enrolment fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waive the Administration fee for withdrawals within the 3-day cooling off period.

Student Orientation Handbook

2. Student withdraws less than 60 days but more than 28 days before course commencement date

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

3. Student withdraws less 28 days before course commencement date

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

No Fee Refund

Dalton College will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and equipment provided after course commencement will not be refunded under any circumstances.

If a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Immigration and Border Protection.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

If the student seeks and is granted approval by Dalton College to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

If the student's enrolment is cancelled because of misconduct of student with Dalton College' Student Code of Conduct Policy or breach of student visa conditions, there is no refund of any monies paid to Dalton College.

If a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

If a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where visa is cancelled due to any action of student, there is no refund.

In the event where visa is not granted due to fraud by student, there is no refund.

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

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Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation.

Refund Approvals

All refunds must be approved by the CEO.

Procedure

All applications for refund must be made in writing using 'Refund Form' and must be submitted to Finance Officer for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. Dalton College will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid. *Payment of Refund*

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Dalton College will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

All students have the right to appeal a refund decision made by Dalton College (Refer Policy and procedure- Complaints and Appeals).

For the most current version of our Refund Policy please refer <http://www.daltoncollege.vic.edu.au/resources/policies-and-procedures/>

Overseas Student Transfer

Requests to transfer to Dalton College from another Training Provider

The following procedure is relevant to any student who applies for a course within RTO and is currently studying on-shore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:

Student Orientation Handbook

- i. Compliance Officer/Admission Officer accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principle course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- ii. In completing this process, they would print a copy of the PRISMS record and attach to the student application.
- iii. If they have completed more than 6 months of their principle course of study, the application process proceeds as for all offshore students.
- iv. Where a student has **NOT** completed 6 months of their principle course of study, they are asked to provide an appropriate letter of release in support of their application.
- v. To support the application, they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is contingent on their obtaining a letter of release.
Note: if they are in receipt of a Government scholarship, they should provide written support from that Government agreeing to the change, which will stand in lieu of any letter of release.
- vi. If such a letter of release is received and the student has no outstanding fees to be paid to the prior college or other outstanding matters of concern, the application proceeds as for all offshore applicants.
- vii. If no satisfactory letter of release is obtained from such students, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- viii. Note that in the very rare circumstances where the original college or course has ceased to be registered, or sanctions have been placed on the original college by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

Requests to transfer from Dalton College to another Training Provider

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principle course of study.

- i. Students make a written request on (Application to Defer, Suspend, Cancel Enrolment and Release Letter) to Admission Officer to transfer to another provider. The only reason a 'release letter' shall be issued if:
 - RTO has cancelled/ceased to offer your program (letter from RTO should be supplied)
 - Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required)

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- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)
- ii. The student is asked to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and the student is able to provide a letter from the new provider indicating the benefits of transferring from their current course of study.
- iii. In assessing the application to transfer, the Compliance Officer/CEO will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating to the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to DHA due to lack of course progress or poor attendance records.
- iv. Once the Compliance Officer/CEO has addressed the above points, a *Letter of Release within first 6 months* will be granted at no charge to the student. The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any issues will be reported to the CEO.
- v. The Admission Officer must report the student's termination of studies via PRISMS
- vi. If the letter of release is not granted then a proforma letter is to be send to the student informing that student that he or she has been unsuccessful and the reason why, and further advising the student of his or her appeal rights.
- vii. All information relating to the transfer application is to be maintained on the student file for 2 years.
- viii. Admission Officer will notify students of the outcome of their request within 10 working days after receiving a complete and fully documented request for release application.
- ix. All requests, considerations, decisions and copies of letters of release should be placed on student's file.
- x. The approval of transfer of a student to another college does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
- xi. The Letter of release of student will be provided at no cost to student.
(For detailed information, please refer to *Assessing Student Transfer Request Policy and Procedure*)

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number that is made up of numbers and letters. It gives students a USI account that is linked to the National Vocational Education (VET) data collection that allows a student to see all their training results from all providers. If you do not provide Dalton College with a valid USI then no certificate will be given upon the completion of your course.

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Additional Fees Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows students to obtain credit for learning outcomes they have already achieved from various sources such as life experience, work experience etc. Any RPL assessment requires a student to provide detailed explanation of how the experience was gained and a \$250 per unit assessment fee must be paid.

Credit Card Surcharge

A 1.25% surcharge will be incurred when any fees are paid by credit card.

Late Payment

A late payment charge of 18% applies to any fees not paid by the due date according to the acceptance agreement stating agreed payment instalment dates, based on the amount overdue prorated over the period of time overdue.

Re-Issue Fees

Any re-issue of certificates, statement of attainments, or records of results will incur a \$50 charge for each document.

For fees other than tuition fees, you may have to pay during your enrolment with the college please refer to the table below:

RPL (Non – refundable)	\$250 per unit (subject)
Re-enrolment Fee	\$300
Administration Fee	Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser
Credit Transfer	No charge
Re-issue of a test amur (Certificate) or Statement of Attainment	\$50 per certificate or statement of attainment or Record of Results
Transcript and letter request for students who have not yet completed their course	Admin fee
Student Photocopying	B/W 10c per copy; Colour 50c per copy
Any fees paid by credit card will incur a credit card surcharge	1.25 % of total amount being paid
Any fees not paid by the due date will incur a late payment fee, based on the amount overdue prorated over the period of time overdue.	18% of outstanding fees
Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees will be deducted from any refund. v19/11/18	Maximum Bank fee of \$40
EXCURSION FEES	Payable for each excursion as notified - based upon shared costs of transport and any an individual's entry/admittance fees.

Information on any excursion fees (if applicable), will provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless

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covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion.

Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion. To avoid reassessment administration fees, we advise that you come to class regularly and submit all assessment on time.

Student Code of Conduct

Students are required to follow all rules and instructions of staff from Dalton College. Students are required to act in a non-discriminatory manner always and respect the rights of other students, staff and visitors. Where a student is found to have acted in a way that Dalton College has deemed to be misconduct, we will implement disciplinary actions immediately. This may take the form of suspension, exclusion or expulsion from Dalton College.

Our student Code of Conduct is found: <http://www.daltoncollege.vic.edu.au/resources/policies-and-procedures/>

Complaints and Appeals

Students have access to the college's complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against Dalton College in its assessment process, decisions relating to academic or attendance records, and any other concerns which students may have.

Students can submit a complaint against Dalton College or any person employed by the college if they feel a person has acted inappropriately, or the systems and practices of the college are not meeting expectations, or the college is treating a person unfairly. All complaints are handled with confidence and are reviewed by the college's management. Complaints and appeals are at no cost to the student.

A student may also appeal a decision made by Dalton College in relation to a complaint or an assessment outcome. Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, project, or assessment requirement they may have the decision reviewed by the college by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed.

Students should contact Administration to obtain a copy of the Complaints and Appeals Procedure or to obtain a copy of the Complaints Form. If a student is still not satisfied with the outcome, they have the option of appealing to the Overseas Students Ombudsman. The phone number for the Overseas Students Ombudsman is 1300 362 072. Information on the Overseas Students Ombudsman is available at <http://www.ombudsman.gov.au/about/overseas-students>.

If you have any complaint, we request you first approach your trainer, reception staff or a support officer to help you work through it.

If you wish to make a written complaint, please ask at reception for a form to complete.

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(For detailed information, please refer to Complaints and Appeals and Procedure <http://www.daltoncollege.vic.edu.au/resources/policies-and-procedures/>).

Policy

ORIENTATION DAY CHECKLIST:

Topics that must be covered during Orientation PLEASE TICK, if you do not understand anything or did not receive something on this list please urgently let the Orientation Officer know, student reception or a Support Officer.

	Appearance/ dress code / Student Behaviour / Code of Conduct
	Timetables / Books / Classes / Course changes/ Study modes/Work placement
	Arrival and Departures – Holidays, Booking your flights, Student Leave applications
	Monitoring of Academic Progress: Academic Issues, Tutoring, support available
	Monitoring of Attendance - Absentees / visa requirements
	Australian rules and laws/customs e.g. smoking/drinking
	Deferring, Suspending or Cancelling Student's Enrolment
	Complaints and Appeals Policy and procedure
	Transfer Policy and Procedures
	Obligation to advise of change of address, phone, email and emergency contacts/next of kin on and offshore

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	Course Credit and RPL - how to apply and how it can affect course duration and visas
	Refunds - How to apply / Policy and Procedure
	Personal Safety and Security in and around Campus including sun safety, beach safety, what to do if you are assaulted
	Emergency Evacuation Plans and procedure for each site
	Tour of college - Facilities - Computers and internet / Library /Student Cafe/food outlets etc/ lunch arrangements
	Advise students of paperwork they should keep e.g. Written Agreement/Receipts
	Collect feedback from student about their agent (if used)
	Introduce Student Contact/Welfare officer/s / key staff and how students can contact them.
	Ensure all required paperwork has been received completed, including student contact details, emergency contacts & OSHC details
Student - Name Signed and date _____	
Staff Member Name signed and date _____	

STUDYING WITH DALTON COLLEGE

CURRENT COURSES AVAILABLE TO STUDENTS ON INTERNATIONAL STUDENT VISAS WITH DALTON COLLEGE

For the most current list of courses available to International Students visit - <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03450E>

Course Title	National Code	CRICOS Course Code	Duration (including holidays)
Certificate III in Early Childhood Education and Care	CHC30121	110492D	52 weeks
Diploma of Early Childhood Education and Care	CHC50121	110493C	52 weeks
Graduate Diploma of Management (Learning)	BSB80120	106570G	52 weeks
Diploma of Business (Leadership)	BSB50120	106566C	52 weeks
Advanced Diploma of Business	BSB60120	106568A	78 weeks
Certificate IV in Leadership and Management	BSB40520	103981A	40 weeks
Diploma of Leadership and Management	BSB50420	104277F	52 weeks
Advanced Diploma of Leadership and Management	BSB60420	106569M	78 weeks
General English I (GE I)	N/A	096641F	24 weeks
General English II (GE II)	N/A	096642E	24 weeks
English for Academic Purposes I (EAP I)	N/A	096643D	12 weeks
English for Academic Purposes II (EAP II)	N/A	096644C	12 weeks

For the most up to date Course details including costs and durations visit our website <http://www.daltoncollege.vic.edu.au/> and our listing on training.gov.au: <https://training.gov.au/Organisation/Details/41340>

Students must attend a minimum of 20 hours of classes per week or as per your timetable if there is an approved online/distance component in your course.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study (as relevant), please refer to the individual course marketing material found on our website: <http://www.daltoncollege.vic.edu.au/>

Fees are subject to change.

Dalton College has no agreements with any other party in the delivery of any of its courses.

Some of our courses may have work placement such as aged care, childcare and hospitality. In this instance, students would be required to attend work placement in various workplaces in order to gain the qualification for further details please refer to our marketing material at the link above.

There is no work-based training associated with our courses except: add details, where they go and how much.

COURSE CREDIT/RECOGNITION OF PRIOR LEARNING

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.’

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course.

Dalton College requires students to complete the Application for Recognition of course credit/RPL form for assessment by the relevant trainer/assessor. Evidence is required to substantiate previous knowledge/qualifications.

Dalton College may require students to complete an assessment to demonstrate competency.

If Dalton College grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our Course Credit Policy.

General Entry requirements:

ENGLISH:

Students must provide one of the follow requirements to enter any course

- IELTS 5.5

- English Certificate of Upper Intermediate or higher from an English Language School in Australia
- Pass Dalton College's internal ENGLISH test before issuing COE.
- Undertake an English Language Course with the college.

ACADEMIC

- Provide evidence of a Vocational Education/university Certificate (Australian) of up to Cert IV or equivalent to Year 12 Academic qualification
- Completion of Dalton College's Pre-training Form before issuing COE.

NOTE: Every application is individually assessed

LEGISLATION AND POLICIES

CURRENT CRICOS legislation–

- Education Services for Overseas Students Act 2000 as amended
- Education Services for Overseas Students Regulations 2001 as amended
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 - National Code 2018
- Queensland's Education (Overseas Students) Act 2018
- Queensland's Education (Overseas Students) Regulation 2018.

Also refer: National Code Fact Sheets: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Legislation Information for International Students

Commonwealth Legislation

The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further on the ESOS Framework for Students, visit:

1. <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
2. <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
3. <https://docs.education.gov.au/node/39586>

In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the VET Quality Framework, and
- if offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the ELICOS National Standards.

As of 1 July 2025, providers must also comply with the Standards for RTOs 2025, which strengthen requirements around governance and risk management, learner protection and wellbeing, inclusive learner support, assessment validation, industry engagement, and continuous improvement.

POLICIES & PROCEDURES TO BE PROVIDED TO INTERNATIONAL STUDENTS

Student Code of Behaviour / Rules

1. Dalton College prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course
2. Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must follow the directions of their teacher/trainer at all times
4. No plagiarism will be tolerated at Dalton College
5. Students are required to wear appropriate safety clothing and use equipment safely
6. Students must not use inappropriate or offensive language, signs or gestures
7. Violent behaviour will not be tolerated.
8. Weapons cannot be carried onto the College premise
9. Racist behaviour will not be tolerated
10. Sexual harassment will not be tolerated
11. English is to be spoken during class and on campus at all times
12. Fees must be paid as per the due date on the agreement/invoice
13. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Dalton College accepts no responsibility for personal property lost or stolen
14. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
15. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
16. Smoking is not permitted inside training facilities, Australian Law must be followed
17. Drinking alcohol is not permitted inside training facilities.
18. Eating or drinking is not permitted in any space other than the designated areas.
19. Clothing and behaviour should be appropriate and not cause offence to anyone.
20. Students MUST advise the college of any change to their contact details including address, mobile number, email & emergency contact details, within 7 days of the change, to the college.
21. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. Refer our Course Progress and Attendance Policies for further details. All disciplinary matters will be handled by the Director, Principal and/or CEO.

22. Dalton College adheres to the learner protection and equity principles outlined in the Standards for RTOs 2025, including a commitment to learner wellbeing, inclusivity, reasonable adjustments, transparent communication of student rights and responsibilities, and active engagement with industry and community. Dalton College also commits to continuous improvement through regular monitoring of outcomes, risks, and student feedback in line with SRT0 2025 requirements.

For the most current versions of our policies and procedures please click on hyperlink below or visit our website. If you are unable to access our website, please contact us for a printed copy or arrange to have one emailed to you.

NC Standard 3 - Refund policy & Complaints and Appeals Policy and Procedure

NC Standard 5 - Younger Overseas Students policy and procedure

- We do not enrol international students under 18 years of age

NC Standard 6 - Summary of Critical Incident Policy/Procedure e.g. - Emergency evacuation procedures

NC Standard 7 - Overseas Student Transfers

NC Standard 8 - Monitoring Course Progress Monitoring, Attendance monitoring (if required), Online Distance & Completed in Expect Duration Policies and Procedures

NC Standard 9 - Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy and Procedure

NC Standard 10 - Complaints and Appeals Policy and Procedure

Standards for RTOs 2025 - Dalton College will progressively implement policies aligned to these new standards to enhance student outcomes, strengthen governance, and meet national expectations on continuous improvement.

STUDENT / PARENT DECLARATION

STUDENTS NOTE: You are required to return a signed copy of this page to Dalton College with your enrolment application. (from Student Handbook Version July 2025)

I have read and understand all of the information contained in this International Student Handbook, the links provided and recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my current education provider for 6 months of my principal course, unless issued a release from a provider to attend another college
- Notify my training provider of my Australian address and any subsequent changes of address, phone, emergency contacts/next of kin or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during college study periods.
- I have been provided in plain English with information regarding -
 - the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
 - course duration and holiday breaks
 - the course qualification, award or other outcomes
 - campus locations and facilities, equipment and learning resources available to students
 - the details of any arrangements with another provider, person or business who will provide the course or part of the course
 - indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
 - the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
 - the ESOS framework, including official Australian Government material or links to this material and online
 - where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)
 - accommodation options and indicative costs of living in Australia.
 - **student support services available at no additional cost, including access to academic and personal support, reasonable adjustments for learners with additional needs, and contact details for student support officers**

- the complaints and appeals processes available to students, including contact details for internal and external support options, in line with the **Standards for RTOs 2025 requirements on fairness, transparency, and learner protection.**
- I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the hyperlinks provided.
- I am aware of my obligation to pay all outstanding course fees and understand Dalton College will pursue outstanding fees under Australian Law.
- I am aware that I can only study with a CRICOS registered provider found at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx> whilst I am studying on an international student visa in Australia.
- I understand that if I require a reasonable adjustment due to a health condition, disability, or other support need, I must notify the college as early as possible so that appropriate arrangements can be discussed.
- I acknowledge that Dalton College has a process for early intervention if I am at risk of not meeting course progress requirements.
- I understand that Dalton College collects personal information solely for the purpose of my enrolment, compliance, and support, in accordance with the Privacy Act and Data Provision Requirements.

Signed: _____ Dated: _____

Name (please print): _____

Unsigned declarations cannot be processed.

Education Agents CANNOT sign on behalf of students.

PLEASE RETURN THIS SIGNED DECLARATION WITH YOUR ENROLMENT FORM AND RETURN TO:

email: info@daltoncollege.vic.edu.au