



# Training Australia First

## International Student Handbook

RTO# 40953  
CRICOS# 03499K  
[www.taf.edu.au](http://www.taf.edu.au)



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## Welcome

I am excited to welcome you to Training Australia First, (TAF) and trust that your course is what you hoped for and even more. I hope your experience with us is enjoyable and you spread the word to your friends.

This information booklet is designed to provide you with all the information that you need to know about studying with us, the services available to you and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

Please let me know if you need any assistance.

Manish Thadani  
**General Manager**

## About Training Australia First

TAF is an RTO providing high-quality training to both domestic and international students in Australia.

TAF has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers.

### Our mission

Training Australia First mission is to deliver quality-training assessment that meets the needs of learners and industry.

### Our objectives

In recognition of this mission, our objectives are:

1. **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
2. **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
3. **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
4. **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
5. **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
6. **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

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# Finding Us

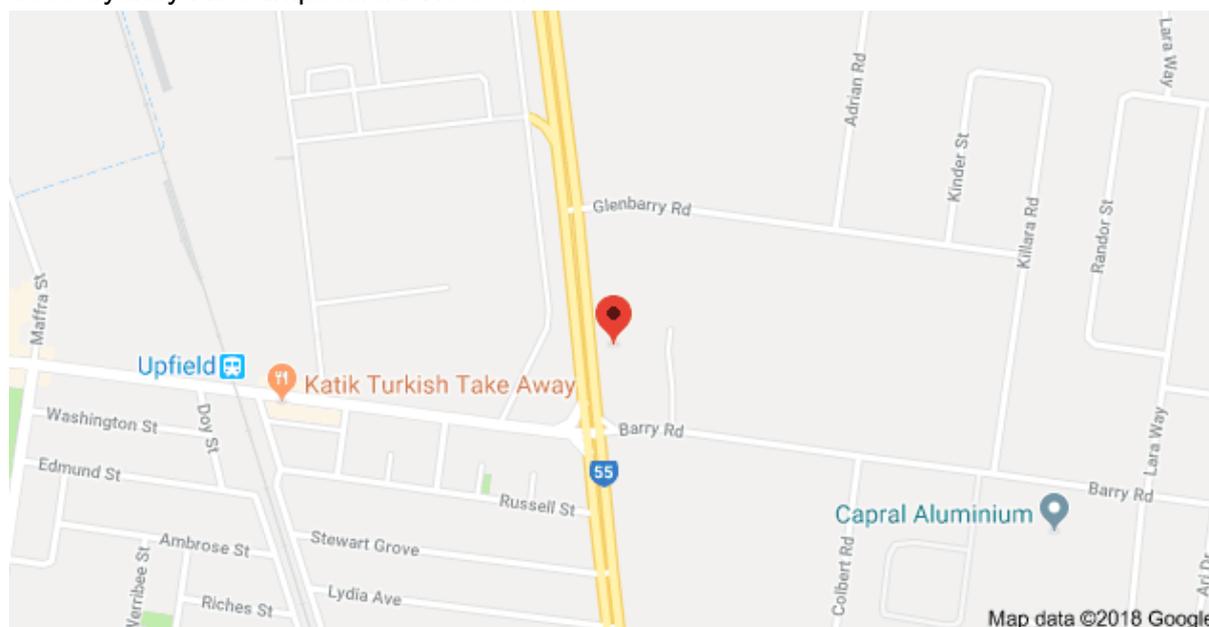
## Head office

13/ 2 Enterprise Dr, Bundoora Vic 3083



## College Campus

Our classrooms and automotive workshop is located at 1836 Sydney Rd Campbellfield Vic 3061



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## Courses we Offer

At Training Australia First, we offer the following courses:

- AUR30620 - Certificate III in Light Vehicle Mechanical Technology
- AUR31120 - Certificate III in Heavy Commercial Vehicle Mechanical Technology
- AUR40216 - Certificate IV in Automotive Mechanical Diagnosis
- AUR50116 - Diploma of Automotive Management



For further information on our courses you can go to our website [www.taf.edu.au](http://www.taf.edu.au) or contact our office.

## Parking

Whilst you are attending our site by vehicle, we have limited parking on our Campbellfield site and you may need to park in the side streets that are adjacent to our premises. Please note that the parking onsite is on first come basis.

## Public Transport

The closest station to the Campbellfield college campus is Upfield which is a 10-minute walk.

## Lunch Options

If you are looking to buy lunch whilst you are at our premises we have a few eateries around, for you to choose from.

## Library Facilities

### Hume Library

The Hume Mobile Library operates on a weekly timetable across Campbellfield, Coolaroo, Dallas, Greenvale, Meadow Heights and Roxburgh Park. To view the timetable and location go to: [http://www.humelibraries.vic.gov.au/Locations\\_Hours/Libraries/Hume\\_Mobile\\_Library](http://www.humelibraries.vic.gov.au/Locations_Hours/Libraries/Hume_Mobile_Library)

Students can also access the textbooks on request from the Student Services and Records Manager.

## Campus information

The Campbellfield campus has

1. 2 classrooms
2. Fully equipped automotive workshop
3. Computer facilities
4. Restrooms
5. Kitchenette

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## Enrolment Process

1. You can access the International application form and prospectus from our website or from TAF appointed agent.
2. The course fees include the application fees.
3. Submit your application form along with
  - Certified/Original copy of Passport
  - Certified/Original copy of visa (if apply onshore),
  - Certified/Original copies of IELTSs results (if applicable)
  - Certified/Original copy of Certificate of Secondary School or year 12 or equivalent. (if applicable)
  - Certified/Original copy of previous cancelled CoE and/or Letter of Release (if applying onshore and changing provider within 6 months of completion of the primary course)
  - Health coverUse the checklist at the end of the application form in order to ensure you have provided all documents.
4. TAF staff will conduct a Pre-training interview as part of the enrolment process. This is to ensure that the course you have selected is suitable for you and meets your goals. The pre-training interview can be conducted either face to face or by a telephonic interview.
5. You will also need to complete a Language Literacy and Numeracy. This test helps us check whether you have adequate skills and abilities to meet the requirements of their desired training program
6. Student Services & Records Manager (SSR) will assess the previous educational qualifications according to the student visa requirements using the the link provided below <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>
7. SSR will assess whether the student is required to provide evidence of IELTS or its equivalence to meet their visa requirements. SSR will assess the requirements of individual students by checking the link provided below <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>
8. If the applicant's educational qualifications do not meet TAF's admission requirements, other factors may be considered at the discretion of TAF's and in accordance with entry requirements of course(s) as per the training package. These other factors may include:
  - Mature age
  - Work experience
  - Attitude and aptitude
  - Previous academic results
  - Ability and skills to function in an academic environment
  - Possibility to succeed in his/her academic endeavours
9. If it is a requirement of your visa to provide a verified IELTS score or equivalence and you are not able to. You will be advised to provide evidence or enrol in an English (ELICOS) course for an appropriate duration to achieve the required language proficiency level.
10. If you wish to apply for Credits/RPL, you will need to provide documentary evidence. Refer to Credits and RPL section under this handbook.

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11. Once TAF receives all the documents and the course has been deemed suitable for you, TAF will issue 'letter of offer and written agreement' to you or your agent.
12. You must carefully go through the 'letter of offer and written agreement' as it is a legally binding document. Please ensure to read the Appendix A and Appendix B attached along with your offer. Initial each page and sign the last page of the document.
13. Submit the 'letter of offer and written agreement' along with the fees mentioned on the document. (Note Send a proof of payment along with the offer)
14. Once TAF receives the 'letter of offer and written agreement' along with the fees, TAF will issue and send you or your agent the Confirmation of Enrolment (CoE) from PRISMS.

## Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

Please Note: We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

If a student is exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar

## Our Trainers

Our Trainers are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities and working in the sector they train, therefore giving our students the best practical industry experience.

At Training Australia First we deliver a nationally accredited qualification via training face-to-face for international students. When you study with Training Australia First, your Trainer will be always there to assist you throughout your course. You can either phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

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## Our expectation of you

Training Australia First expects you:

1. To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
2. To comply with the rules and regulations of Training Australia First.
3. To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
4. To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
5. To monitor your own progress by ensuring that assessment deadlines are observed.
6. To utilise facilities and Training Australia First publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
7. To respect other students and Training Australia First staff members and their right to privacy and confidentiality.
8. To pay your fees on time.
9. To adhere and follow your visa obligations.
10. Inform the college of emergency contact, address or personal detail changes within 7 days.

## Our Obligations to you

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), Training Australia First (TAF) has an obligation to:

- Provide you with accurate, clear and accessible information about TAF, its services and performance in accordance with the Standards for NVR Registered Training Organisations (2025) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- Ensure you are properly informed of any third-party arrangements that may impact your training and assessment. (TAF does not currently engage any third parties to deliver training and assessment on its behalf.)
- Ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for NVR Registered Training Organisations (2025), which form part of the VET Quality Framework, and with the National Code 2018 where applicable. To ensure compliance, we maintain comprehensive internal policies, procedures and systems and participate in audits and regulatory monitoring activities conducted by ASQA.
- Ensure that any third parties we engage (such as education agents or representatives involved in recruitment) comply with the relevant regulatory requirements and act in accordance with our policies and applicable legislation.
- Issue AQF certification documentation in accordance with our Certification Policy and Procedure. TAF may withhold certification documentation where there are outstanding fees or charges, in accordance with our Fees and Refund Policy.
- If a course is discontinued, a sanction is imposed, or TAF ceases operations, issue a Statement of Attainment to eligible students who have successfully completed one or more units of competency, in accordance with our Certification Policy and Procedure.
- Provide access to a fair and transparent Complaints and Appeals process. If at any time you believe we have not met our obligations as an RTO, you have the right to

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lodge a complaint in accordance with our Complaints and Appeals Policy outlined in this Handbook.

## Your safety

Training Australia First is committed to providing you a safe environment in which to participate in training and assessment. We are aware of our responsibilities to maintain a safe environment.

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

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

## Electrical equipment

- Electrical equipment that is not working should be reported to Training Australia First staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Fire safety

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

## First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.

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- The accident and any aid administered must be recorded by staff involved, in the injury register.

### Lifting

- Students, trainers and assessors should not lift heavy items related to training and assessment unless it is safe to do so. Assistance must be sought where required, and lifting should only be undertaken in accordance with safety instructions provided by staff.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

### Your equity

Training Australia First is committed to ensuring that the training and assessment environment is free from discrimination, harassment and victimisation. All Training Australia First staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination or harassment is found to have occurred, appropriate disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to the relevant authorities.

Students should expect fair, respectful and inclusive behaviour from Training Australia First staff members. TAF applies a fair and transparent complaints-handling process in accordance with its Complaints and Appeals Policy and relevant legislation.

Students who feel that they have been discriminated against or harassed should report this information to a staff member they feel comfortable approaching. This will initiate the formal complaints handling procedure which will protect the rights of all parties involved.

Alternatively, a student may report discrimination matters to the Australian Human Rights Commission (AHRC). International students may also access the Overseas Students Ombudsman if they are dissatisfied with the outcome of TAF's internal complaints process.

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## Your Privacy

- Information on how TAF will collect and use your information is available in our Privacy policy on our website.
- Information is also available to you on the TAF application form and Letter of Offer and Written Agreement.
- If you have concerns about how Training Australia First is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/privacy/privacy-complaints> .

## International Refunds

Refunds		
Provider default	Refund entitlement	Refund arrangements
I. the Course does not start on the agreed starting date specified in the Letter of Offer;	Full refund	<p>TAF will arrange to make the refunds in full, which will be paid within 14 days of the default.</p> <p>Refunds will be made only to the student or if a person (other than the student) is specified in the agreement to receive any refund.</p> <p>Alternatively, the Student may be offered enrolment in an alternative course by TAF at no extra cost. The student has the right to choose a full refund of course fees, or to accept a place in another course. If enrolment in another course is chosen the student will be asked to sign an offer letter indicating acceptance of the enrolment.</p>
<p>I. If the Student has not withdrawn from the Course and the Course ceases being provided after it has started and before it is completed.</p> <p>II. If the Student has not withdrawn from the Course and the Course is not provided in full to the Student because TAF has had a sanction</p>	A partial refund of the fees paid by the student	<p>The refund will be calculated using this formula:</p> <p>Refund = (pre-paid amount/number of weeks to which payment relates) x number of weeks between the day on which the Course ceases and the end of the period to which the payment relates.</p> <p>TAF will arrange to make the refunds in full, which will be paid within 14 days of the default.</p> <p>Alternatively, the Student may be offered enrolment in an alternative course by TAF at no extra cost. The student has the right to choose refunds based</p>

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## Refunds

imposed by a government regulator;		on the calculation as mentioned above, or to accept a place in another course. If enrolment in another course is chosen the student will be asked to sign an offer letter indicating acceptance of the enrolment.
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## Role of The Tuition Protection Service in relation to Provider Default (TPS)

In the unlikely event the College is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

TAF will notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring. TAF will also notify, in writing, the students to whom the default has affected.

Student default	Refund entitlement	Refund arrangements
The course starts at the location on the agreed starting day, but the student does not start the course on that day	No refunds	
The student withdraws from the course at the location after the agreed starting date as mentioned in the letter of offer	No refunds	
The student withdraws from the course at the location less than 28 days before the agreed starting date as mentioned in the letter of offer	No refunds	
The student withdraws from the course at the location, 28 days before the agreed starting date as mentioned in the letter of offer	The lesser of: <ul style="list-style-type: none"> <li>i. 5% of the total amount of Course Fees received in respect of the Student for the Course; or</li> <li>ii. the sum of \$500</li> </ul>	TAF will arrange to make the refunds within 28 days after receipt of the completed and signed 'Request for Refund Form' along with appropriate supporting documents
TAF refuses to provide, or continue providing, the course to the student at	No refunds	

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## Refunds

<p>the location because of one or more of the following events:</p> <ul style="list-style-type: none"> <li>I. the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;</li> <li>II. the student breached a condition of their student visa;</li> <li>III. misbehaviour by the student.</li> </ul>		
<p>Student visa refused before the course commenced</p>	<p>The lesser of:</p> <ul style="list-style-type: none"> <li>i. 5% of the total amount of Course Fees received in respect of the Student for the Course; or</li> <li>ii. the sum of \$500</li> </ul>	<p>TAF will arrange to make the refunds within 28 days after receipt of the completed and signed 'Request for Refund Form' along with appropriate supporting documents</p>
<ul style="list-style-type: none"> <li>I. Student visa refused after the course has commenced.</li> <li>II. Withdrawing or cancelling due to compassionate &amp; compelling circumstances</li> </ul>	<p>Partial refund</p>	<p>A refund of tuition fees received by TAF will be issued to the student based on the calculations as per Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:</p> <p>Refund amount = weekly tuition fee × weeks in default period</p> <p>TAF will arrange to make the refunds within 28 days after receipt of the completed and signed 'Request for Refund Form' along with appropriate supporting documents</p>

### Process for claiming refunds

- 1 Refund applications for full or partial refunds must:
  - I. be made in writing on the Application for Refund Form; and
  - II. set out the reasons for the application; and
  - III. be accompanied by supporting documents as may be appropriate; and submit it to the Student Services and Records Manager
2. Refund applications must be filled out by the student, no proxy applications will be accepted.

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## Refunds

3. A Refund Calculation Statement will be prepared and forwarded to the Student and any refund will be directly transferred to student's designated account.
4. Where a Student is dissatisfied with a decision to provide or not to provide a refund the student may appeal that decision in accordance with the TAF's Student Complaints and Appeals Procedures.
5. "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

## Notifying you if Things Change

As an RTO operating under the VET Quality Framework and, where applicable, the National Code 2018, Training Australia First will notify you promptly of any significant changes to the RTO, your course, or the arrangements for training and assessment. This includes changes to course content, duration, mode of delivery, qualification outcome, or third-party arrangements (if applicable).

Please ensure we always have your current residential address, email address and mobile number on file so we can notify you of any relevant changes.

Depending on the nature of the change, we may contact you by letter, email or SMS.

You must notify Training Australia First of any changes to your contact details within 7 days by completing a Change of Details Form.

## Update your Contact Details

International students enrolled with TAF are required, in accordance with their student visa conditions and the ESOS Act, to notify the college of any change to their residential address, mobile number, personal email address or emergency contact details within 7 days of the change.

It is important that TAF maintains your current contact details at all times to ensure we can communicate important information regarding your enrolment, course progress and visa obligations.

## Protecting fees being paid in advance

- All course fees paid in advance are held in a separate bank account and are not used for day-to-day operational expenses prior to course commencement.
- Funds are only drawn down once the student has commenced their course. This ensures that if a refund is payable prior to commencement, it can be made promptly and without recourse to the Tuition Protection Service (TPS).
- TAF does not require international students to pay more than \$1,500 of tuition fees prior to course commencement. Students may negotiate payment arrangements and enter into a payment plan as outlined in their Written Agreement.

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- Training Australia First contributes to the Australian Government's Tuition Protection Service (TPS), which protects international students in the event that the RTO is unable to deliver the course as agreed.

## Late Payments

1. If fees are not paid in accordance with the agreed payment plan:
2. A written reminder will be issued.
3. Students will be given 14 days to make payment or request a revised payment plan.
4. A late administration fee may apply if fees are more than 7 days overdue.
5. Assessment results may not be entered into the student management system until outstanding fees are paid.
6. If payment remains outstanding after 14 days, TAF may initiate the Intention to Suspend or Cancel process in accordance with the Deferral, Suspension and Cancellation Policy.
7. If the fees are not paid according to the agreed payment plan within 7 days of the due date, TAF may charge late processing fees of \$100.

## Schedule of Fees and Charges

Training Australia First Pty Ltd (TAF) is a Registered Training Organisation RTO Code 40953 and CRICOS registered provider CRICOS Code 03499K operating in accordance with the:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Standards for Registered Training Organisations 2025

TAF is entitled to charge fees for services provided to students undertaking a course of study. Fees cover training and assessment services, learning materials, student support services, and administrative costs.

TAF reviews its fee schedule annually and reserves the right to adjust fees for future intakes.

### When and how do I pay?

Fees are payable in accordance with the Letter of Offer and Written Agreement issued prior to enrolment.

Enrolment is not confirmed until the initial deposit or first instalment has been received.

Accepted payment methods:

- Visa
- MasterCard
- Direct deposit
- Cash (in person only)

TAF does not require overseas students to pay more than **\$1,500 in prepaid tuition fees prior to course commencement**, unless the student chooses to pay more voluntarily.

After course commencement, fees are payable according to the agreed instalment schedule.

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Training Programs		Fee
AUR30620 - Certificate III in Light Vehicle Mechanical Technology		\$10,000
AUR31120 - Certificate III in Heavy Commercial Vehicle Mechanical Technology		\$10,000
AUR40216 - Certificate IV in Automotive Mechanical Diagnosis		\$4,500
AUR50116 - Diploma of Automotive Management		\$6,500
<p><b>Note.</b> RPL fees are equivalent to the listed full course tuition fee unless otherwise stated in the written agreement.</p> <p>Students are not required to pay more than \$1500 in prepaid fees for a course.</p>		
Additional fees and Charges		
Reassessment	You have one opportunity for reassessment at no extra cost to you. If you have been assessed NYC after the reassessment, you must pay for a second opportunity for reassessment.	\$200
Certificates or Statement of attainment	<p>Students are entitled to:</p> <ul style="list-style-type: none"> <li>A Statement of Attainment upon withdrawal, cancellation or transfer (for completed units), provided tuition fees for those units have been paid in full.</li> <li>A Testamur (qualification certificate) upon successful completion of the course, provided all tuition fees have been paid in full.</li> </ul> <p>Re-issue of certification documentation incurs an administration fee of:</p>	\$150
Late payment of fees	<p>If fees are not paid according to the agreed payment plan:</p> <ul style="list-style-type: none"> <li>A written reminder will be issued.</li> <li>Students will be given 14 days to make payment or request a revised payment plan.</li> </ul> <p>If payment remains outstanding after 14 days, TAF may initiate the Intention to Suspend or Cancel process in accordance with the Deferral, Suspension and Cancellation Policy.</p> <p>A late administration fee may apply if fees are more than 7 days overdue.</p>	\$ 100

## Access to your records

You have the right to access your student records at any time. This includes your enrolment details, training progress and assessment results.

To request access to your records, you can:

- Complete a Student Request Form; or
- Send an email to the Student Support Representative (SSR).

Access to your records will be arranged within **5 working days** of receiving your request.

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You may view your records at no cost. If you require copies, an administration fee may apply.

Original records must remain on TAF premises and cannot be removed.

TAF securely stores student records and maintains them in accordance with regulatory requirements.

## Continuous improvement

Training Australia First is committed to continuously improving our training, student support services and overall student experience.

We regularly review our courses, facilities, trainers and student services to ensure we maintain high standards of delivery and support.

### Suggesting improvements

Your feedback is important to us.

Throughout your course, you will have opportunities to provide feedback, including:

- Orientation feedback
- Agent feedback
- Quarterly student feedback surveys
- Informal discussions with trainers or student support staff

We encourage you to share suggestions at any time to help us improve our services.

### Learner satisfaction survey

At the completion of your course, you will be invited to complete a Learner Satisfaction Survey.

This survey collects feedback about your experience studying with Training Australia First and helps us identify areas for improvement.

Your participation is greatly appreciated and supports our commitment to providing quality training and student services.

## Assessments

At Training Australia First, you will be assessed using different methods depending on your course and unit of competency.

Assessment may include:

- Written questions
- Projects
- Case studies
- Practical demonstrations
- Workplace or simulated workshop observations
- Supervisor feedback (for RPL or workplace-based evidence)

Your trainer will explain the assessment requirements at the beginning of each unit.

You will receive clear instructions about:

- What you need to do
- When it is due
- How to submit your work

## Assessment Outcomes

TAF uses competency-based assessment.

Each unit of competency includes one or more assessment tasks.

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Each task will be marked as:

- **Satisfactory (S)**
- **Not Satisfactory (NS)**

To achieve a final result of **Competent (C)** for a unit, you must receive a Satisfactory result for all required assessment tasks.

If one or more tasks are Not Satisfactory, the overall result for the unit will be **Not Yet Competent (NYC)** until all requirements are met.

## Reasonable Adjustments

If you have a disability, learning difficulty or other support need, TAF may adjust the assessment process to support you.

Examples may include:

- Extra time
- Oral questioning instead of written
- A quiet room
- Adjusted assessment scheduling
- Adjustments will not change the required standard of the unit.
- If you believe you need support, speak to your trainer or Student Support Representative.

## Submission, feedback and re-assessment

You will be provided with instructions on submission, feedback and re-assessment at the beginning of each unit.

This information will be available to you in the Student Assessment booklet. Your assessor will provide you with the booklet at the commencement of each unit.

You will be provided with one opportunity of reassessment, per unit.

Where a task is marked as Not Satisfactory, your assessor will provide you with feedback and you will be given the opportunity to resubmit/re-attempt the task.

Where you exhaust your attempts at re-assessment, you will be required to participate in further training and be re-assessed. This may attract a fee.

Your assessor will provide feedback to you at the end of each assessment. This feedback is documented in your student assessment booklet.

## Plagiarism Cheating & Collusion

At TAF we have zero tolerance policy against plagiarism, cheating and collusion. Your assessor will provide you with information on what is expected in relation to the assessments.

Your assessor will provide you with information on different referencing techniques.

It is your obligation to:

- Submit only assessment evidence that is their own work and accurately represents their skills and knowledge, or appropriately acknowledge the ideas, interpretations, words or creative works of others where required;
- Not share, lend or distribute their assessment work to others for the purpose of copying or submission;
- Comply with all assessment conditions, including rules relating to collaboration, use of materials and use of technology;

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- Seek clarification from trainers where unsure about referencing requirements, assessment expectations or permitted use of artificial intelligence tools;
- Not engage in contract cheating, impersonation or any activity intended to gain an unfair academic advantage;
- Support a culture of honesty and integrity by discouraging academic misconduct;

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

In a case where the assessor suspects plagiarism you will be reported to the General Manager.

The General Manager, in consultation with your assessor will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with you.

The General Manager will consider:

- the extent and seriousness of the misconduct;
- whether the misconduct appears deliberate or unintentional;
- whether you have previously received guidance or warnings regarding academic integrity;
- the information provided to the student regarding assessment expectations; and
- the student's stage of study and experience within vocational education and training.
- All findings and decisions will be documented.

Where the matter is determined to be poor academic practice or unintentional plagiarism, you will be:

- provided with guidance on correct academic practice; and
- required to revise and resubmit the assessment task.

Where the matter is determined to be intentional academic misconduct:

- the assessment task will be deemed Not Satisfactory;
- you may be issued with an alternative assessment task or required to undertake further training prior to reassessment; and
- a formal written warning may be issued outlining the seriousness of the matter and potential consequences of further misconduct.

In cases of serious or repeated academic misconduct, disciplinary action may be taken in accordance with the Deferral, Suspension and Cancellation Policy and Procedure.

Students retain the right to appeal any decision through the Complaints and Appeals Policy and Procedure.

### Assessment Appeals

If you wish to make an appeal against the assessment decision refer to the Complaints and Appeals process.

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## Credits

You are entitled to apply for Credit/s in a course or qualification in which you are currently enrolled or want to enrol with TAF.

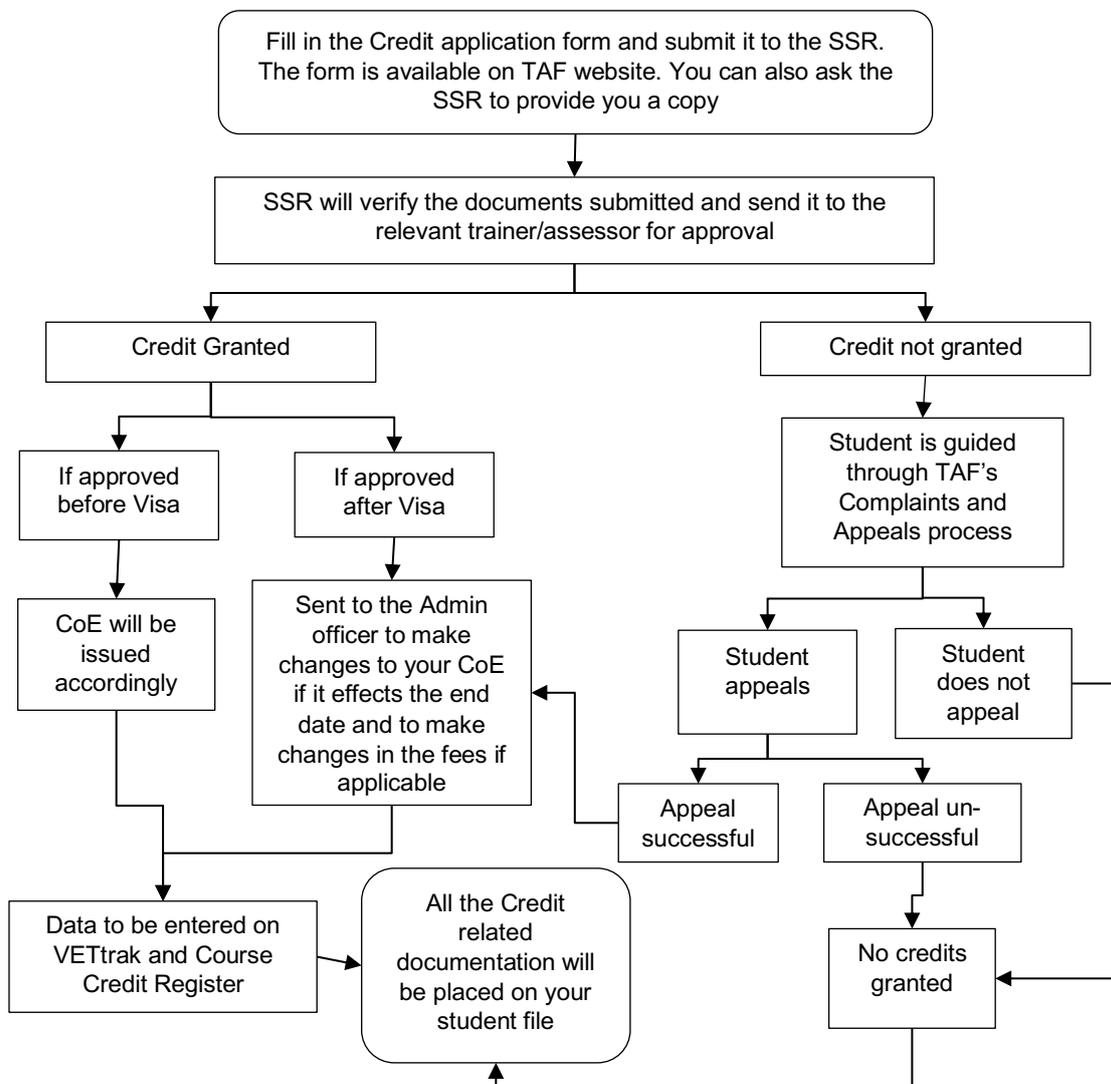
A credit means recognition of the previous studies you may have completed for the purpose of reducing the units or modules required to be completed in their currently enrolled program.

TAF can grant you credit towards your course for units of competency or modules that you have already completed with another RTO. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit and / or module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

If you wish to make an appeal against the assessment decision refer to the Complaints and Appeals process.

### Credit Process



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## Recognition of Prior Learning

### What is RPL?

Recognition of prior learning is a process where a person with work experience, can have their skills and knowledge assessed, with the aim of getting a formal qualification.

### Am I Eligible to Apply

- Do I have experience based on volunteer work?
- Can I demonstrate the skill to someone?
- Do I have Formal or non-formal training in this field?
- Can I provide some kind of evidence to support my claim?
- For paid or un-paid work experience
- For work skills or knowledge

If you answer YES to any of the questions above you may be eligible for Recognition of Prior Learning.

### What are the benefits of RPL?

If you receive recognition for your industry experience, skills and knowledge, it may lead to:

- A full or partial nationally recognized industry qualification
- Only do the training you need to do
- Well supported
- Save time by not attending unnecessary classes
- Complete your accredited qualification and get into workforce sooner
- Boosts your morale by acknowledging your experience

### How long will the process take?

The duration of RPL process will depend on the number of units and the time you can devote to the process. Your assessor will develop an RPL assessment plan and schedule based on your needs.

A full qualification to be assessed under this process generally takes between 1 to 3 months for an applicant.

### What is Gap Training?

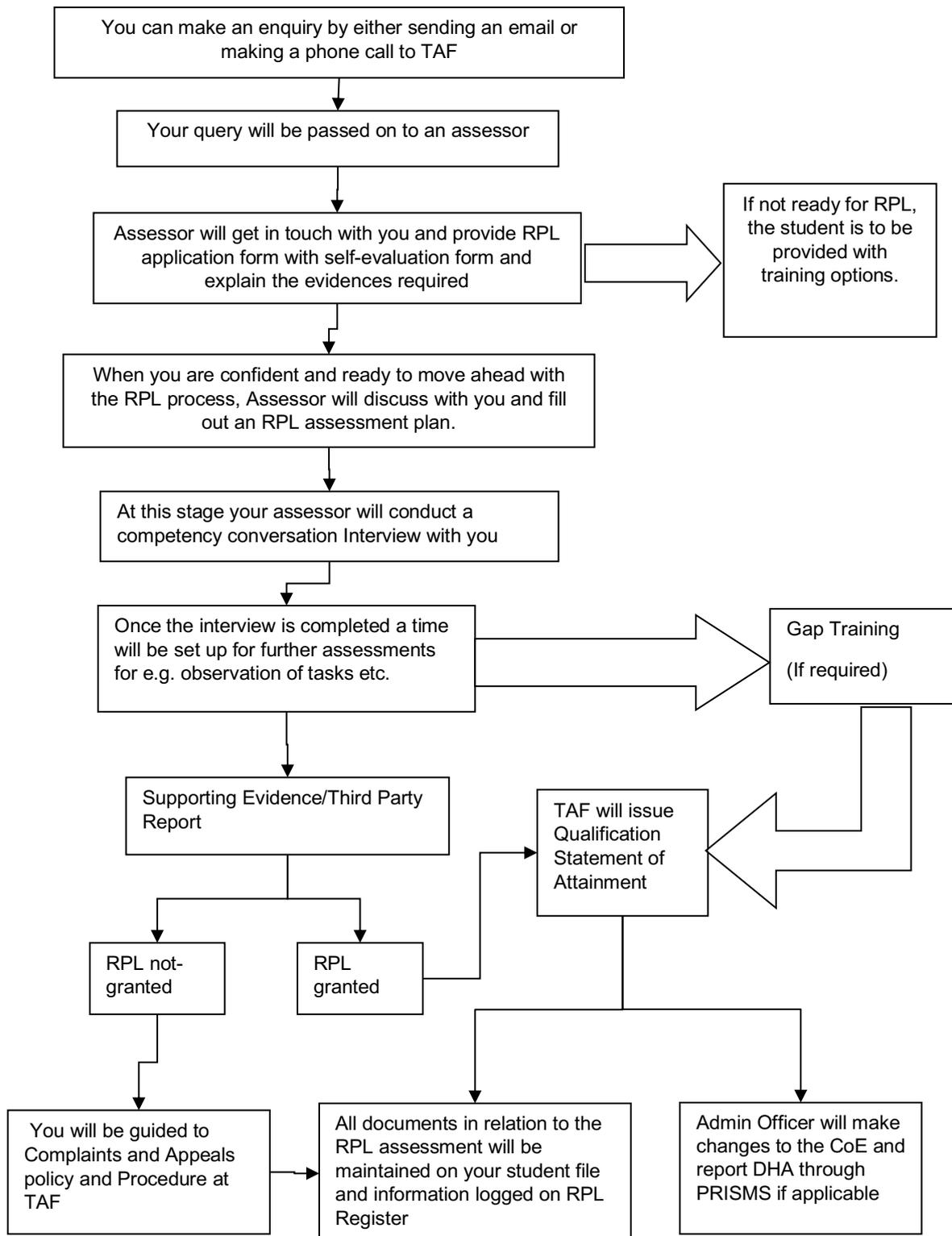
While in many cases you will be able to demonstrate or provide evidence to gain full competence, in some cases your assessor may determine there is a gap between what you know and what is covered in a unit or qualification. In this case, TAF can provide you with an opportunity to undertake training to ensure that your RPL application is successful. This is called gap training. If gap training is required, your RPL Assessor will assist you to identify what it might involve.

If you wish to make an appeal against the assessment decision refer to the Complaints and Appeals process.

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## RPL Process



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# Complaints & Appeals Policy & Procedure

## Purpose

Training Australia First (TAF) is committed to providing a professional, fair and a transparent complaints and appeals process that includes access to an independent external body if necessary.

This policy and procedure ensures Training Australia First's compliance with **Standard 2.7 (Effective feedback and complaints management)** of the **Standards for RTOs 2025**, and for international students, **Standard 10 (Complaints and appeals)** of the **National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018**.

## Policy

- Training Australia First actively encourages **feedback**, including compliments, suggestions and concerns, from students and stakeholders. Feedback received through surveys, informal discussions or written submissions is recorded and reviewed as part of the organisation's **continuous improvement system**.
- This policy covers both academic and non-academic matters from enrolled or prospective Students.
- Academic complaints may relate to;
  - i. Student learning materials and resources
  - ii. Assessment tools, methods and processes
  - iii. Outcome of assessment processes
  - iv. Training delivery methods
  - v. Quality of training staff
- Non-academic complaints may relate to;
  - I. Administrative processes
  - II. Customer service related issues
  - III. Fees and charges
  - IV. Application and or enrolment process
  - V. Marketing materials
  - VI. Actions of third party
  - VII. Any other issues not directly related to training delivery and assessment for e.g. misbehaviour, harassment etc.
- Students will be provided with the information along with their letter of offer and written agreement as an appendix.
- They will be provided with the information during their orientation as well.
- All **current and prospective students**, staff and stakeholders have access to the most current version of this policy and procedure via Training Australia First's website, with hard copies available upon request.
- Staff will also be provided with information on this policy and procedure during staff induction. They will be informed of any changes to the policy, procedure or form either by email, memo or staff meeting. The most updated version will be available to all staff via TAF server.

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- TAF will ensure that students and staff understand the steps involved in this policy and procedure.
- This policy covers both formal and informal process.
- TAF will first endeavour to resolve any complaints informally through discussions and conciliation. Where the matters are not resolved informally, TAF has proper procedures in place to resolve the complaint formally.
- Training Australia First will:
  - acknowledge receipt of a complaint **within 5 working days**
  - commence the internal complaints resolution process **within 10 working days** of receipt
  - finalise the internal complaints process and notify the complainant of the outcome **within 20 working days**, unless the matter is complex or requires external involvement, in which case the complainant will be advised of revised timeframes.”
- If the outcome of the complaint has been unsuccessful, TAF will advise the students, within 10 working days of concluding the internal review their rights to access an external complaint handling and appeals process at minimal or no cost.
- If the complaints and appeals process has been successful, TAF will, immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.
- TAF will ensure that the resolution process commences within 10 working days of receiving the complaint.
- Frequently, the complaints and appeals handling process will expose weaknesses in the RTO or training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

## Definition

<b>Complaint</b>	A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by Training Australia First in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students, staff and/or employers.
<b>Complainant</b>	Complainant may be either a Domestic or an international Student, Staff or any stakeholder for e.g. agent, customer, employer etc. Complaints may be made about Training Australia First, its staff, contractors, and any third parties delivering services on behalf of the organization
<b>Appeal</b>	An appeal is an application by a complainant for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding is informed to the student.

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<b>ASQA</b>	Australian Skills Quality Authority
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
<b>Domestic Student:</b>	Refers to all students who are not overseas fee-paying students.
<b>International (overseas) Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>

## Procedure

Steps	Responsibility
<b>Complaints Procedure</b>	
<ol style="list-style-type: none"> <li>1. Students, staff or stakeholders may raise any matters of concern relating to the RTO, training delivery and assessment, the quality of the teaching, quality of services, student amenities, discrimination, sexual harassment, dealings or services provided by education agent, training provided by a 3<sup>rd</sup> party on behalf of TAF and any other issues that may arise.</li> <li>2. Students are encouraged to raise the matter informally with their trainer/assessor. All informal complaints or feedback that identify service, training, assessment or systemic issues must be <b>briefly documented</b> by the staff member receiving the complaint and recorded in the <b>Complaints and Feedback Register</b> for monitoring and continuous improvement purposes. Personal identifiers will be removed where appropriate. Where a complaint or feedback is received by email, the correspondence and any response must be <b>retained</b> in accordance with Training Australia First's record-keeping requirements and recorded in the Complaints and Feedback Register.</li> <li>3. If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint.</li> <li>4. Students are encouraged to resolve their concerns and complaints using this Complaints and Appeals Procedure.</li> <li>5. The current complaints and appeals process and form must be available on TAF's website. TAF will maintain a current copy for students and prospective students to inspect or read. A hard copy is available upon request from the SSR.</li> <li>6. All complaints will be handled in a transparent manner, professionally, fairly, and confidentially in order to achieve a satisfactory resolution.</li> <li>7. Unless otherwise decided by the General Manager, all formal complaints will be handled by the SSR. If the formal complaint is in respect to the SSR; then, the General Manager will handle that</li> </ol>	<p>Student Services &amp; Records Manager (SSR)</p> <p>General Manager</p> <p>CEO</p> <p>Trainer/ Assessor</p>

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Steps	Responsibility
<p>complaint. If the complaint is in respect to the General Manager; then, the complaint will be handled by the CEO.</p> <p>8. All formal complaints should be lodged in writing by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint.</p> <p>9. The complaint will be resolved fairly and equitably and at the earliest possible time. (No later than 20 working days).</p> <p>10. If the complaint has been made via ASQA by the student, the CEO will be informed immediately. The complaint is to be resolved fairly and equitably within the time frame provided by ASQA.</p> <p>11. TAF will ensure that students have a clear understanding of the steps involved in the procedure.</p> <p>12. At any stage in the complaints process students are entitled to have their own nominee included in the resolution process.</p> <p>13. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.</p> <p>14. If the student is not satisfied with the outcome of the complaint, the student may request TAF to assist the student in referring the matter to an external independent mediator. TAF will ensure that there is no cost to the student if the student elects to appeal the external independent mediator. The external independent mediator for international students is the Overseas Student Ombudsman  Contact details: 1300 362 072  Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>  Website: <a href="http://www.oso.gov.au">http://www.oso.gov.au</a></p> <p>The independent party recommended by TAF is the Melbourne Commercial Arbitration and Mediation Centre (<a href="http://www.mcamh.com.au/">http://www.mcamh.com.au/</a>); however, complainants and appellants are able to use their own external party at their own cost.</p> <p>15. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to;  Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.</p> <p>16. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be documented (depending on the nature of the complaint) as part of the continuous improvement process.</p> <p>17. The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals Register.</p> <p>18. If the outcome of the complaint has been unsuccessful, TAF will advise the students, within 10 working days of concluding the internal review their rights to access an external complaint handling and appeals process at minimal or no cost.</p> <p>19. If the complaints and appeals process has been successful, TAF will, immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.</p> <p>20. Students may phone the National Training Complaints Hotline' on 13 38 73 to discuss their issue of concern at any time. For more</p>	

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Steps	Responsibility
<p>information about the National Complaints Hotline, refer to the following webpage:  <a href="http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#">http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#</a></p>	
<b>Appeals Procedure</b>	
<ol style="list-style-type: none"> <li>1. Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by TAF. All training and assessment related appeals will be managed by the SSR, unless the appeal is against a decision of the SSR. In that case the appeal shall be managed by the General Manager.</li> <li>2. TAF will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.</li> <li>3. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.</li> <li>4. The appeals process, both informal and formal, is initiated by a student completing the student appeals form. The complaints and appeals form is available at TAF's website or on request from the SSR.</li> <li>5. International students only: Students wishing to lodge an appeal in respect to TAF's intention to Report the student for unsatisfactory course progress, or on being notified that TAF intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from 2 days of the issuance of the Intention to Report letter, and the 20 working days will be calculated from the day the letter notifying of the intention to suspend or cancel.)</li> <li>6. The resolution phase must commence within 10 working days of the appeal being lodged in writing.</li> <li>7. A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.</li> <li>8. The formal internal appeal process will be conducted by the Continuous Improvement Committee at TAF and at no cost to the student.</li> <li>9. Students appealing an assessment, including RPL outcome, will be given the opportunity for reassessment by a different assessor selected by Training Australia First. Costs of reassessment will be met by TAF. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of TAF pursuant to clause 12. The reassessment shall be regarded as the completion of the internal formal appeal.</li> <li>10. For all internal formal appeals; <ul style="list-style-type: none"> <li>• The student will have an opportunity to present their case in person, or, if the students elects, in writing</li> <li>• A student may be accompanied and assisted by a support person at any relevant meetings</li> <li>• In all other respects the appeals procedure will be determined by the legal representative</li> </ul> </li> </ol>	<p>Student Services &amp; Records Manager</p> <p>General Manager</p> <p>CEO</p> <p>Trainer/ Assessor</p>

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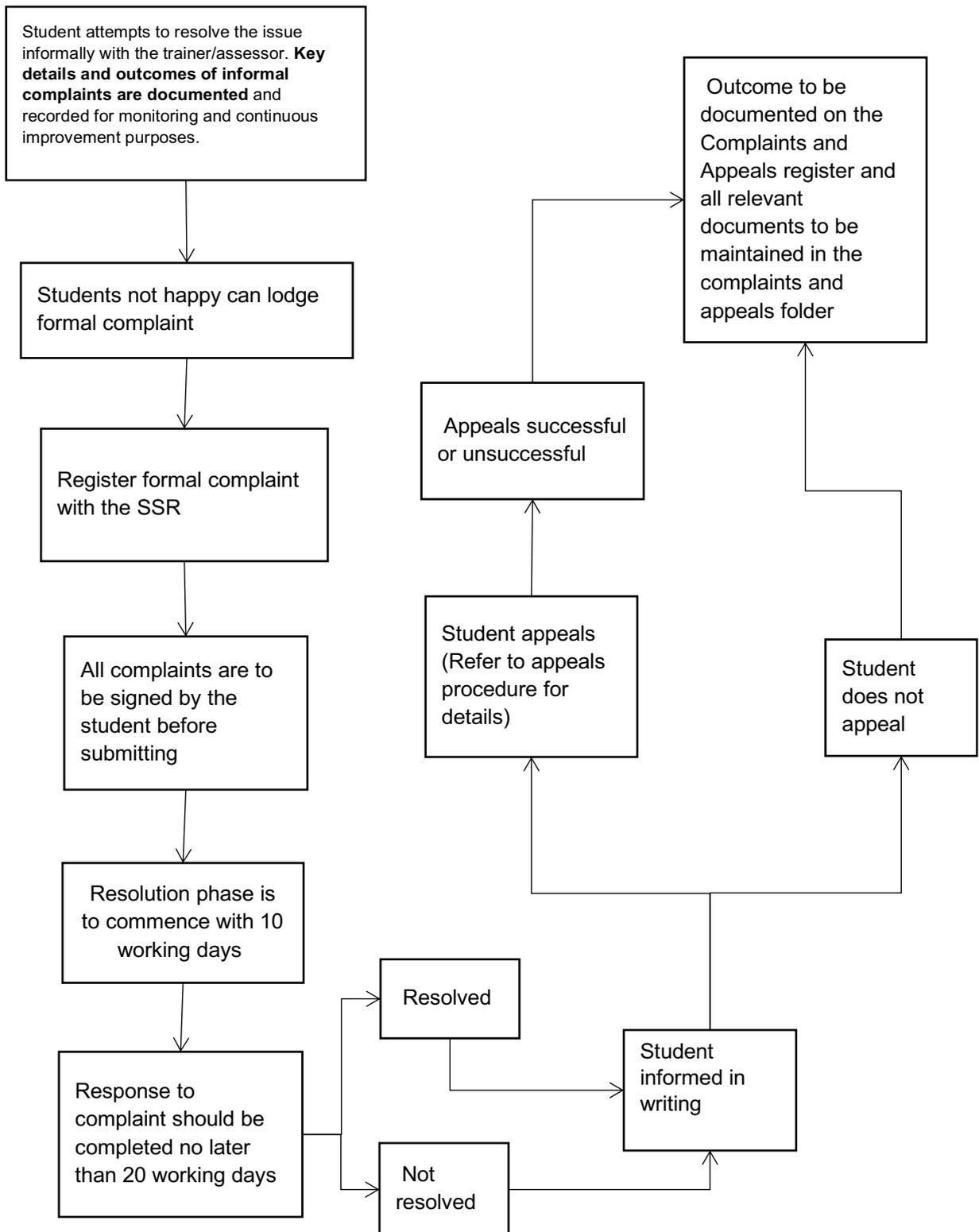
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Steps	Responsibility
<ul style="list-style-type: none"> <li>The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the legal representative and the student and placed in the student file as well as logged in the Complaints and Appeals Register. The student will be provided with a copy of the signed written document</li> </ul> <ol style="list-style-type: none"> <li>If the student appeal is successful TAF must implement the decision immediately.</li> <li>If the student is not satisfied with the outcome of the formal internal appeal; the student may request TAF to assist the student in an appeal to an external independent mediator. TAF will ensure that there is no cost to the student if the student elects to appeal the external independent mediator. The external independent mediator for international students is the overseas student ombudsman. Contact details: 1300 362 072 Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> Website: <a href="http://www.oso.gov.au">http://www.oso.gov.au</a> The independent party recommended by TAF is the Melbourne Commercial Arbitration and Mediation Centre (<a href="http://www.mcamh.com.au/">http://www.mcamh.com.au/</a>); however, complainants and appellants are able to use their own external party at their own cost.</li> <li>If the student appeal is unsuccessful TAF may implement the decision, notwithstanding that the student had appealed to an external mediator.</li> <li>TAF will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student.</li> <li>If the outcome of the complaint has been unsuccessful, TAF will advise the students, within 10 working days of concluding the internal review their rights to access an external complaint handling and appeals process at minimal or no cost.</li> <li>If the complaints and appeals process has been successful, TAF will, immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.</li> <li>There are no further avenues within TAF for appeals after an internal formal appeal phase has been completed.</li> <li>Notwithstanding that a student has appealed, or intends to appeal, to the external mediator, TAF may implement the decision if the internal formal appeal is dismissed, unless the external appeal is in respect to the decision of TAF to report the student for unsatisfactory course progress or attendance.</li> </ol>	
<b>Storage and recording</b>	
File all the documents related to the Complaints and Appeals in the Complaints and Appeals folder and update the Complaints & Appeals Register	Student services and Records Manager
Training Australia First will retain records of complaints, appeals and outcomes for a <b>minimum of two (2) years</b> after finalisation to support monitoring, audit and continuous improvement activities.	Student services and Records Manager

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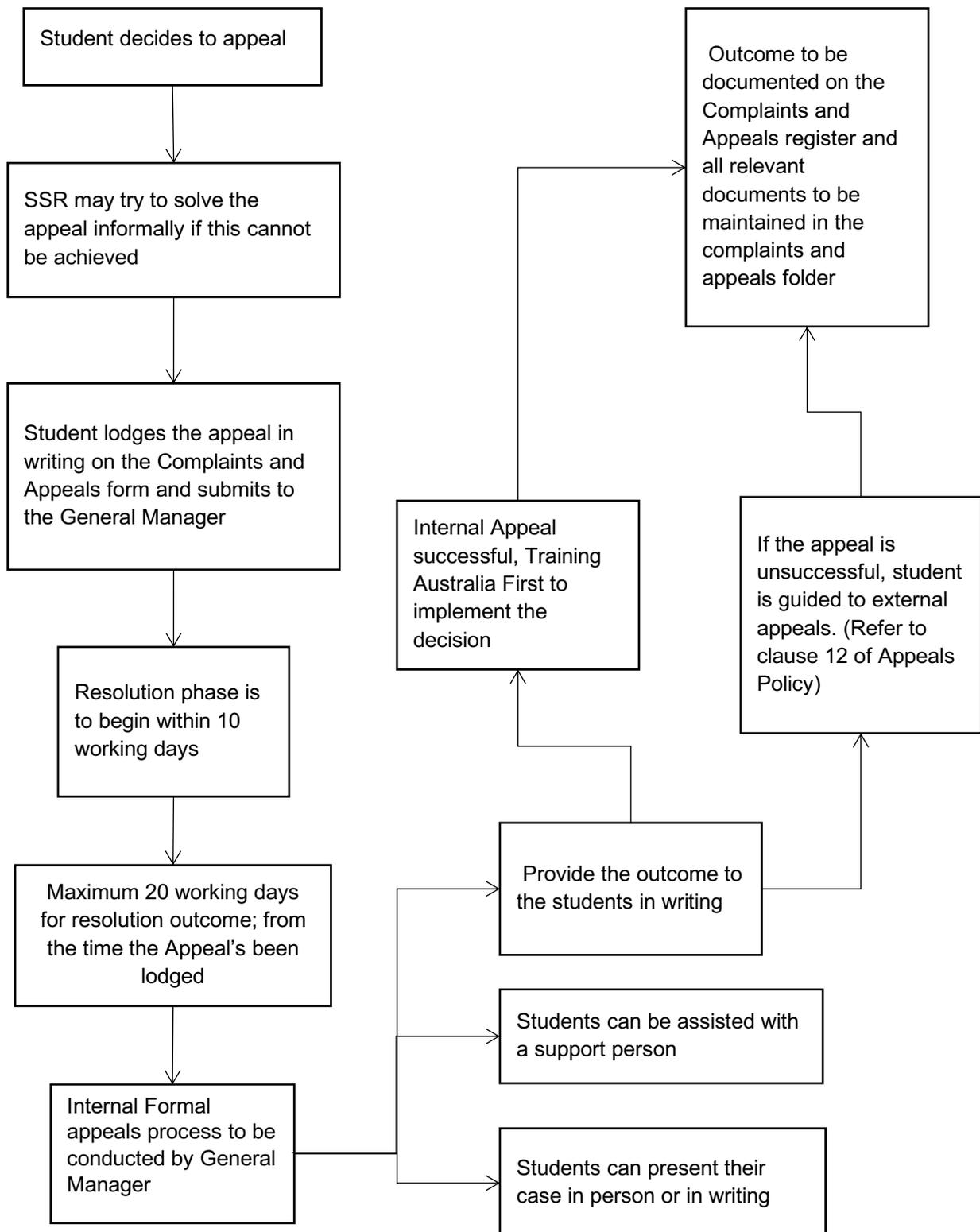
## Complaints Process



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## Appeals Process



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## Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy & Procedure

1. Training Australia First (TAF) will defer, suspend or cancel according to this policy and procedure.
2. TAF will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies if there are compassionate or compelling circumstances, or as a result of student misbehavior.
3. If the student does not return after the agreed suspension period, and does not request extension of deferral or suspension to the college in writing within 14 days of the re-commencement date, it will be considered as student initiated indirect cancellation.
4. Student initiated deferral of commencement or suspension of enrolment will not be granted retrospectively (after the event) unless there are unusual circumstances, or if it was taken by the student without authorisation. Examples are: where a student was not able to contact TAF as a result of a car accident, or required to return home at short notice for urgent medical attention and was unable to seek a suspension before returning home.
5. If a student advises TAF that they wish to withdraw from the course prior to completion of 6 months, the student will be informed to put in a request for release according to TAF's Overseas Student Transfer policy and procedure.
6. If TAF intends to suspend or cancel the student's enrolment, where it is not on student's request, the student will be informed of
  - the reason for TAF's action, and
  - that they have 20 working days, to access TAF's complaints and appeals process.
7. If the appeal is not upheld, or the student withdraws from the appeals process, then TAF will report the student to DHA via PRISMS under section 19 of the ESOS Act. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare, or the wellbeing of others, is likely to be at risk
8. Where the student's request for deferral/suspension or withdrawal is refused, the student will be sent a refusal letter stating, they have 20 working days, to access TAF's appeals process.
9. Where the student's request has been approved or when TAF intends to cancel or suspend a student's enrolment, students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be reported via PRISMS, and may affect the status of their student visa. The students will also be informed to seek advice from Immigration on the potential impact on his or her student visa.
10. Students are provided with the information on Deferral, suspension and cancellation through TAF's website and International Student Handbook.
11. Staff will have access to this policy and procedure via the college website and server.

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## Definition

<b>Deferment</b>	A request by the student prior to the commencement of study of their program to temporarily postpone study (student initiated).
<b>Suspension</b>	The enrolment of a student in their program of study is suspended for a period of time, after which time the student may recommence study.
<b>Cancellation:</b>	CoE is cancelled. Student must reapply for program if they wish to continue study.
<b>Compassionate and compelling</b>	<p>Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or</li> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident;</li> <li>○ Witnessing or being the victim of a serious crime.</li> </ul> <p>When this has impacted on the student. (These cases should be supported by police or psychologists' reports)</p> </li> <li>• where the registered provider was unable to offer a pre-requisite unit; or</li> <li>• Inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul>
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
<b>Overseas Student:</b>	<p>means an enrolled or intending student who holds a temporary visa with study rights and <b>is not:</b></p> <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>
<b>Student Misbehaviour</b>	<ul style="list-style-type: none"> <li>• Breaches of Commonwealth or State law which impact on TAF's operations.</li> <li>• Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of the RTO.</li> <li>• Refusing or failing to identify themselves truthfully</li> <li>• Any act or failure to act that endangers the safety or health of any other person</li> </ul>

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	<ul style="list-style-type: none"> <li>• Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO</li> <li>• Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety</li> <li>• Acting in a way that causes damage to RTO property</li> <li>• Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment</li> <li>• Any form of harassment, whether based on gender, race, age, sexual preference or religious belief</li> <li>• Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft</li> <li>• Being under the influence of prohibited drugs and/or substances including alcohol</li> <li>• Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students</li> <li>• Making a false representation as to a matter affecting student status</li> <li>• Possession of dangerous articles or banned substances</li> <li>• Abusive Behaviour</li> <li>• Non-attendance for 7 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.</li> <li>• Where student has been identified as plagiarising or cheating/</li> <li>• Fees in excess of \$500, are due and payable</li> <li>• Breach of course progress according to Overseas Student Visa Requirements Policy &amp; Procedure</li> </ul>
<b>Extenuating Circumstances</b>	<ol style="list-style-type: none"> <li>1) The student is missing.</li> <li>2) Has medical concerns, severe depression or psychological issues which lead TAF to fear for the student's well being</li> <li>3) Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.</li> <li>4) Is at risk of committing a criminal offence.</li> </ol>
<b>SCV</b>	Course Variation
<b>Indirect cancellation</b>	Where the student has not resumed classes within 14 days after a deferral or suspension without informing the college. TAF may cancel the CoE without providing an opportunity to appeal as it will be considered that the student indirectly initiated request to cancel their CoE.

## Procedure

Steps	Responsibility
<b>Student requests for deferral or suspension</b> <ul style="list-style-type: none"> <li>• Student must fill out the Student Deferral/ Suspension/ Cancellation/ Withdrawal Form.</li> <li>• Attach the relevant documents along with the form. For e.g. visa process delay, travel tickets, medical certificate etc. and submit it to SSR.</li> <li>• Where the student cannot provide a relevant document, which satisfies TAF of the request, the student will need to put in their request on a</li> </ul>	Student Services & Records Manager (SSR)

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Steps	Responsibility
<p>statutory declaration. For e.g. If Grandfather is ill overseas and student wishes to be with him but the student cannot provide a medical certificate, they will need to complete the information on a statutory declaration.</p> <ul style="list-style-type: none"> <li>• The Student Deferral/ Suspension/ Cancellation/ Withdrawal Form is available to the student on TAF's website and on request SSR can print it out for the student.</li> <li>• Where it is impractical to submit the form, the student may email, fax or telephone the RTO and advice of their intention to defer, cancel or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification.</li> <li>• SSR will determine whether the deferral request is based on visa refusal or any other compassionate compelling grounds.</li> <li>• In case of deferral/suspension, the student is not required to sign a new letter of offer and written agreement.</li> <li>• If the deferral or suspension is approved, SSR will send all the documents to Admin officer.</li> <li>• Admin officer will notify DHA via PRISMS that the student will be deferring/suspending their enrolment.</li> <li>• Where the deferral/suspension is approved, the student and the end date of the CoE is affected, a new CoE is created through PRISMS and sent to the student.</li> <li>• Where the request for deferral/suspension is approved and does not affect the end date of the CoE (i.e. it is a short period of deferment/suspension), although a new CoE will not be required, a notice of deferral will be recorded in PRISMS.</li> <li>• Once the student commences the studies, SSR/Admin office must enter the resumption date in PRISMS.</li> <li>• If the deferral or suspension is denied, Admin officer/ SSR will send out the refusal letter to the student including the information that the student has 20 working days to appeal the decision.</li> </ul> <p><b>Note</b> suspensions will only be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g. they were involved in a car accident.</p>	<p>and Administration Officer (Admin officer)</p>
<b>Student requests for withdrawal</b>	
<ul style="list-style-type: none"> <li>• Student must fill out the Student Deferral/ Suspension/ Cancellation/ Withdrawal Form and submit it to the SSR along with any evidence if practical.</li> <li>• The student must pay any fees due in full before a withdrawal can be processed.</li> <li>• If the student request for withdrawal, is prior to six months of their principal course then the student will be guided to TAF's Overseas student transfer policy and procedure.</li> <li>• At times student may not want a release, in that case the student can submit a Student Deferral/ Suspension/ Cancellation/ Withdrawal Form</li> <li>• If the withdrawal is approved, SSR will send all the documents to Admin officer to cancel the CoE.</li> </ul>	<p>SSR and Admin officer</p>

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Steps	Responsibility
<ul style="list-style-type: none"> <li>Once the SCV is created and CoE cancelled, Admin officer or SSR must send all the documents to the students including an 'Approval of withdrawal' letter with SCV and cancelled CoE's.</li> <li>If the withdrawal is approved student will be advised in writing, that cancellation or withdrawal from a course does not constitute a release from the course.</li> <li>If the withdrawal is denied, Admin officer/SSR will send out the refusal letter to the student.</li> <li>Same process as above is applicable if the student is cancelled or withdrawn based on indirect cancellation.</li> <li>At times TAF representative may use the non-commencement of CoE option in PRISMS, depending on the circumstance the CoE is being withdrawn or cancelled.</li> <li>Admin officer must send out a cancellation/withdrawal letter to the student along with the cancelled CoE.</li> </ul>	
<b>College initiated suspension or cancellation</b>	
<ul style="list-style-type: none"> <li>Admin Officer or SSR sends a letter of intention to suspend or cancel via post or email to the student and inform them of their rights to appeal the decision.</li> <li>If the appeal is not upheld or student does not appeal, Admin officer will create an SCV within 14 to 31 days via PRISMS and suspend or cancel the CoE as applicable.</li> <li>Admin officer or SSR will then send all documents to the student, including the SCV, the suspended or cancelled CoE along with a letter stating the reason for suspension and cancellation and how this SCV might affect their visa status.</li> </ul>	Admin Officer and SSR
<b>Recording in PRISMS and VETtrak</b>	
<ul style="list-style-type: none"> <li>Student request must be processed in PRISMS within 14 days of the event taking place.</li> <li>Once the event has been documented in PRISMS, Admin officer or SSR will send it to the student along with the respective letter.</li> <li>Admin officer will make notes on VETtrak</li> </ul>	SSR and Admin officer
<b>Storage and recording</b>	
File all the documents related to the suspension, deferral, withdrawal or cancellation in the individual student file and log the information in the Defer, Suspension Or Cancellation register.	Admin officer/SSR
The documents must be stored and retained for 2 years after the student ceases to be an accepted student.	Admin officer/SSR

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# Overseas Student Transfer Policy & Procedure

## Policy

1. Training Australia First will not knowingly enrol a student wishing to transfer from another Registered Provider's Course prior to the Student completing six calendar months of their Principal Course of study, except in limited circumstances such as:
  - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
  - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
2. Training Australia First will determine the circumstances in which it will provide or refuse to provide a Release to the student.
3. Where a Student requests a transfer prior to completing six months of their principal course the SSR will assess the request for transfer against this policy.
4. This policy and procedures will include all steps according to 7.2 of the National Code 2018, for the staff to assess the student request for transfer prior to the student completing six months of their principal course.
5. Circumstances in which the Training Australia First will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:
  - I. If the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8
  - II. there is evidence of compassionate or compelling circumstances.
  - III. Training Australia First fails to deliver the course according to the letter of offer and written agreement.
  - IV. There is evidence that the reasonable expectations of the students about their current course is not met.
  - V. There is evidence that the student was misled by Training Australia First or its Education Agents regarding the course and the course is unsuitable to the needs of the student and their study objectives.
  - VI. An internal or external appeal on another matter results in a decision or recommendation to release the student.
6. Training Australia First will grant a Release if the student has provided a valid Letter of Offer from another Provider and it is not considered to be detrimental to the student to grant the Release.
7. Notwithstanding that the requirements of paragraph 6 above are satisfied, no Release will be granted:
  - where the student has outstanding debts to Training Australia First. If any debt is paid after the decision was made not to grant the Release; then, Training Australia

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First will grant the Release if requested by the student, if it is considered not to be detrimental to the student.

- Where the student is trying to avoid being reported to DHA for failure to meet the RTOs course progress or attendance requirements.
  - If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student.
  - If there are no compassionate and compelling grounds and the student enrolment has been terminated by Training Australia First due to:
    - Non-commencement
    - Student Notified Cessation of Studies/Enrolment Cancelled
    - Disciplinary reasons
    - Deferring/suspending student enrolment – student misbehaviour
8. If a student who is enrolled in a package of courses at TAF, seeks a release, and is eligible for the release, should be released from all courses or defer the course according to the student request.
  9. Training Australia First will advise the student to contact Immigration and to seek advice whether a new student visa is required.
  10. Training Australia First will also advise the student to contact DHA and also consider whether a change in enrolment breaches their visa condition.
  11. A student who wishes to apply to transfer to another provider prior to the completion of the first 6 months of the Student's Principal Course at Training Australia First must complete the Request for Release form. The form is available on the RTO's Website and at the reception.
  12. Any request for a Release will be processed within 2 weeks from the date of the application for the Release.
  13. There are no charges for providing a Release.
  14. If the application of the Release is refused the student will be provided with written reasons for refusing the Release, and will be advised of their rights to appeal the decision in accordance with TAF's Complaints and Appeals policy and procedure.
  15. Transfer request outcomes will be recorded in PRISMS according to 'How to' guide for recording transfer requests in PRISMS provided by the department.
  16. Training Australia First will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the RTO, or the student has chosen not to access the complaints and appeals processes within the 20-working day period or if student withdraws from the process.
  17. The staff will have access to the policy and procedure on the RTOs server.
  18. The information on this policy and procedure is available to the students in the International student handbook.

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## Definitions

<b>Application for Transfer Between Registered Providers</b>	An application by a Student for Transfer Between Registered Providers (release).
<b>Detrimental to the student</b>	<ul style="list-style-type: none"> <li>The proposed transfer will jeopardize the student's progression through a package of courses;</li> <li>The student has unsatisfactory academic progress and has been or is about to be reported to DHA</li> <li>The student has been enrolled for less than 2 months and has not accessed the student support services that were offered to the student.</li> </ul>
<b>Compassionate and compelling</b>	<p>Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>bereavement of close family members such as parents or grandparents;</li> <li>major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or</li> <li>a traumatic experience which could include: <ul style="list-style-type: none"> <li>involvement in, or witnessing of a serious accident;</li> <li>witnessing or being the victim of a serious crime.</li> </ul>                     when this has impacted on the student. (These cases should be supported by police or psychologists' reports)                 </li> <li>where the registered provider was unable to offer a pre-requisite unit; or</li> <li>inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul>
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
<b>Principal Course:</b>	The main course or course of study to be undertaken by a Student where a Student visa has been issued for multiple courses of study. The principal course or course of study would normally be the final course or course of study where the overseas Student arrives in Australia with a student visa that covers multiple courses.

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<b>Course:</b>	A Full-time registered course or course offered by the RTO and registered in accordance with the requirements of the ESOS Act.
<b>Course Fees:</b>	The money received by the RTO for providing the Course to the Student and includes:  tuition fees,  any amount received by the RTO that must be paid to a registered health benefits organisation on behalf of the Student; and any other amount the Student has paid, directly or indirectly, to the RTO in order to undertake the Course.
<b>Overseas Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>
<b>Tuition Fees:</b>	The fees for enrolment in a Course determined by the RTO and advised in both the Letter of offer and written Agreement, as being the tuition fees for the course.

Nt: 7.3 Clause of National Code relates to overseas student under 18 which does not apply to Training Australia First because the RTO does not enroll students under 18.

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## Procedure

Steps	Responsibility
<b>Student requests to transfer to another provider</b>	
<p>If the student wishes to transfer to another provider:</p> <ul style="list-style-type: none"> <li><i>The student will need to fill out the Request for Release Form, attach the required documents along with it and submit it to the Student Services &amp; Records Manager. (SSR) (The required documents are stated on the form.)</i></li> <li><i>The SSR will review the request within 2 weeks and provide the response to the student in writing.</i></li> <li><i>If the application is approved, the SSR, will provide a letter of release to the student.</i></li> <li><i>The student will neither be charged to issue a letter of release nor to release the student in PRISMS.</i></li> <li><i>If the application of Release is refused the student will be provided with written reasons for refusing the release and will be advised of their rights to appeal the decision in accordance with the Complaints and Appeals Policies of the RTO, within 20 working days.</i></li> </ul>	Student Services & Records Manager
<b>Students transferring from another provider</b>	
<ul style="list-style-type: none"> <li><i>Where an application from a student indicates that they are already enrolled with another provider, check PRISMS for any transfer restrictions according to 'How to Manage Student Transfers in Prisms'</i></li> <li><i>If the student has transfer restriction the student cannot be enrolled at Training Australia First. Inform the student and ask them to seek for release from their provider.</i></li> <li><i>If the student has no transfer restriction, issue the CoE according to the letter of offer.</i></li> </ul>	Student services and Records Manager and Administration Officer
<b>Recording in PRISMS</b>	
<p>Once the overseas student has been provided with the response, SSR will provide all documents to the Administration Officer to record in PRISMS.</p> <ul style="list-style-type: none"> <li><i>Transfer request outcomes will be recorded in PRISMS according to 'How To' guide for recording transfer requests in PRISMS provided by the department.</i></li> <li><i>Training Australia First will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the RTO, or the student has chosen not to access the complaints and appeals processes within the 20-working day period or the student withdraws from the process.</i></li> </ul>	Student services and Records Manager and Administration Officer
<b>Storage and recording</b>	
File all the documents related to the transfer in the individual student file.	Student services and Records Manager
The documents must be stored and retained for 2 years after the person ceases to be an accepted student.	Student services and Records Manager

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# Overseas Student Visa Requirements Policy & Procedure

## Policy

- The policy documents how Training Australia First (TAF):
  - tracks the course progress of each student throughout the course.
  - monitors the progress of each student to ensure that the student is in position to complete the course within the expected duration as specified on the student CoE and in what circumstance the CoE will be extended.
- TAF has in place Behaviour misconduct and Plagiarism policy and procedures in place to promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and to address misconduct and allegations of misconduct
- TAF has opted to monitor the Course Progress rather than attendance of students. As a result, it is not required to monitor the attendance of students. TAF is required to monitor, record and assess the course progress of each student.
- TAF will identify students at risk of not meeting the course progress and implement intervention strategies based on this policy and procedure.
- TAF will ensure that there are processes in place to determine the point at which the overseas students have failed to meet satisfactory course progress.
- A student who has been notified as not meeting course progress in two consecutive study periods will be sent out an intention to report letter.
- TAF will report students under section 19 of the ESOS Act, who have breached the course progress requirements via PRISMS.
- Extensions to CoE will be granted only on basis of:
  - compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where TAF was unable to offer a pre-requisite unit);
  - TAF implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  - an approved deferment or suspension of study has been granted under Standard 9.
- Records of variation will be retained in the student file.
- Students will be provided the information on TAF's Complaints and Appeals policy and procedure, course progress and visa requirements during orientation. They also have access to it in the student handbook available on the website.
- TAF does not provide online learning or distance learning courses to overseas students.
- Staff can access these policy and procedure on TAF server.

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## Definition

<p><b>Compassionate and Compelling Circumstances</b></p>	<p>Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or</li> <li>• a traumatic experience which could include:             <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident;</li> <li>○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)</li> </ul> </li> <li>• where TAF was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or</li> <li>• Inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul> <p>The following additional situations would be considered 'compelling' circumstances and could support the granting of an extension of the duration of a student's study:</p> <ul style="list-style-type: none"> <li>• if the student had failed occasional units throughout the course, but had not done so poorly as to be picked up by the TAF's intervention strategy for course progress. (In this case, TAF will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.);</li> </ul>
<p><b>Study Period</b></p>	<p>at TAF study period is defined as 1 term of 10 weeks</p>
<p><b>ESOS Act:</b></p>	<p>The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.</p>
<p><b>National Code:</b></p>	<p>The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).</p>
<p><b>Course:</b></p>	<p>A Full-time registered course or course offered by the RTO and registered in accordance with the requirements of the ESOS Act.</p>

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<b>Overseas Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>
<b>Unsatisfactory progress &amp; Student At risk</b>	Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in a study period. A failure to achieve competency in at least 50% of the units required to be undertaken in a single study period will trigger a review of course progress and implementation of an intervention strategy by Training Australia First.
<b>Intervention</b>	A procedure where student welfare assists students to ensure satisfactory academic progress and general wellbeing by providing specific support services to the student or referral to an external support service.
<b>Student misbehaviour</b>	It will be considered as student misbehavior and the student will be sent out an intention to cancel CoE letter if the student fails to attend more than one early intervention strategy meeting and is not contactable.

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## Procedure

Steps	Responsibility
<p><b>Early Intervention Strategy</b></p> <ul style="list-style-type: none"> <li>At the end of each unit the Trainer/ Assessor will provide the detailed competency report (Trainer assessment summary sheet) to the Student Services &amp; Records Manager (SSR). If a student has been assessed as Not Yet Competent in any unit, the Trainer/Assessor will inform the SSR. The student is considered to be at potential risk of progress in the Course and will be called in for an Early Intervention Strategy Meeting.</li> <li>SSR will send out an Early Intervention Strategy letter to the student, which will be generated from VETtrak.</li> <li>The students will be asked to attend the Early Intervention Strategy meeting with SSR.</li> <li>If the student does not attend the meeting, SSR will try and contact them by giving the student a call and reschedule the meeting.</li> <li>If the student does not attend more than one Early ISM meeting and cannot be contacted, their enrolment may be cancelled based on student misbehaviour. Refer to 'Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy &amp; Procedure'.</li> <li>The Early intervention Strategy meeting will be documented on the Early Intervention Strategy form.</li> <li>All relevant documents will be placed in the student file and information logged in the course progress register.</li> <li>If the student fails to attend more than one early intervention strategy meeting, it will be considered as student misbehavior and the student will be sent out an intention to cancel CoE letter.</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li><i>Though TAF does not report on attendance, it monitors the student attendance to ensure the student completes the course on time.</i></li> <li><i>The trainer/assessor will check attendance each class and if the student has missed consecutive 3 days informs the SSR.</i></li> <li><i>SSR will contact the student and provide a verbal warning to the student for not meeting their course progress.</i></li> </ul>	<p>SSR Trainer/ Assessor</p>
<p><b>Monitor Course Progress</b></p> <ul style="list-style-type: none"> <li>At the completion of a study period the SSR will review the course progress of all students and identify those students who have failed to achieve competency in at least 50% of the units required to be undertaken in the study period.</li> <li>Within 21 days of the completion of a study period all students identified as having failed to achieve competency in at least 50% of the units required to be undertaken will be sent a letter (generated from VETtrak) requiring them to attend an Intervention Strategy meeting (ISM) with the SSR.</li> <li>At the ISM the SSR will consider, and implement if applicable, the following intervention strategies: <ul style="list-style-type: none"> <li>Identify the problems that are impeding the course progress of the student.</li> </ul> </li> </ul>	<p>SSR</p>

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Steps	Responsibility
<ul style="list-style-type: none"> <li>○ Arrange with the student for additional work to be undertaken within an agreed time frame using the study timetable.</li> <li>○ The completion of all outstanding assessments according to an agreed timeframe</li> <li>○ Assessing whether the course is still suitable for the student.</li> <li>○ Whether the reassessing of any tasks is appropriate.</li> <li>○ Arranging for the review of any agreed additional work.</li> <li>○ Reinforcing to the student that unsatisfactory course progress in two consecutive study periods may lead to the student being reported to DET via PRISMS and cancellation of their visa, depending on the outcome of any appeals process.</li> <li>● SSR will send out an Intervention Strategy letter to the student, which will be generated from VETtrak.</li> <li>● The students will be asked to attend the Intervention Strategy meeting with SSR.</li> <li>● The Intervention Strategy meeting will be documented on the Intervention Strategy form.</li> <li>● All relevant documents will be placed in the student file and information logged in the course progress register.</li> <li>● If the student fails to attend the meeting, SSR will call the student to reschedule the meeting, if the student fails to attend the meeting again, they will be sent out an intention to cancel CoE based on Student misbehaviour. Refer to '<i>Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy &amp; Procedure</i>'.</li> <li>● Students who get unsatisfactory course progress in two consecutive study periods will be reported to DET via PRISMS.</li> <li>● If a student fails to achieve competency in at least 50% of the units required to be undertaken in two consecutive study periods; then TAF will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student must be informed they have 20 working days from the date of issue to appeal to TAF and the grounds available for any appeal.</li> <li>● TAF will only report the student in PRISMS in accordance with section 19(2) if: <ul style="list-style-type: none"> <li>○ the internal and external complaints processes have been completed and the breach has been upheld;</li> <li>○ the student has not chosen to access the internal complaints and appeals process within the 20-working day period, or</li> <li>○ the overseas student has chosen not to access the external complaints and appeals process, or</li> <li>○ the overseas student withdraws from the internal or external appeals processes by notifying TAF in writing.</li> </ul> </li> <li>● The student may appeal on the following grounds: <ul style="list-style-type: none"> <li>i. TAF has failed to record or calculate student's marks satisfactorily,</li> <li>ii. Compassionate or compelling circumstances,</li> </ul> </li> </ul>	

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Steps	Responsibility
<p>iii. TAF has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.</p> <p>Note: The appeals process includes both informal and formal processes as set out in the TAF's Complaints &amp; Appeals Policy and Procedure. If the student is successful in the appeal then the student will not be reported for unsatisfactory course progress. If the appeal is unsuccessful; then the student will be reported to DET via PRISMS.</p>	
<b>Allowable extensions of course duration</b>	
<ul style="list-style-type: none"> <li>• Student's completion of course within expected duration is monitored along with the monitoring of course progress.</li> <li>• The students' progress is monitored at the end of each unit and each study period. SSR will check the student's progress towards the completion of the course within the specified duration, at the same time.</li> <li>• Extensions to CoE will be granted only on basis of: <ul style="list-style-type: none"> <li>○ compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where TAF was unable to offer a pre-requisite unit);</li> <li>○ TAF implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or</li> <li>○ an approved deferment or suspension of study has been granted under Standard 9.</li> </ul> </li> <li>• If TAF extends the course duration of the student's enrolment, TAF will advise the student to contact the Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.</li> </ul>	SSR
<b>Storage and recording</b>	
File all the documents related to the course progress in the individual student file.	Admin officer
The documents must be stored and retained for 2 years after the person ceases to be an accepted student.	Admin officer / SSR

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# Behaviour Misconduct Policy & Procedure

## Policy

- Training Australia First seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.
- This policy seeks to encourage acceptable behaviour and to inform all staff and students about Training Australia First standards of behaviour.
- A student must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.
- Staff will be provided with information on this policy and procedure during staff induction. They will be informed of any changes to the policy, procedure or form either by email, memo or staff meeting. The most updated version will be available to all staff via TAF server

## Definition

<b>Behaviour Misconduct</b>	<p>Behaviour misconduct is defined as actions that breach Training Australia First policies. This includes but is not limited to:</p> <ul style="list-style-type: none"><li>• Breaches of Commonwealth or State law which impact on RTO operations.</li><li>• Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of the RTO.</li><li>• Refusing or failing to identify themselves truthfully.</li><li>• Any act or failure to act that endangers the safety or health of any other person.</li><li>• Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO.</li><li>• Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety.</li><li>• Acting in a way that causes damage to RTO property.</li><li>• Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment.</li><li>• Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.</li><li>• Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft.</li><li>• Being under the influence of prohibited drugs and/or substances including alcohol.</li><li>• Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students.</li><li>• Making a false representation as to a matter affecting student status.</li><li>• Possession of dangerous articles or banned substances.</li></ul>
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Steps	<ul style="list-style-type: none"> <li>• Abusive Behaviour.</li> <li>• Non-attendance for 7 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.</li> <li>• Where student has been identified as plagiarising or cheating.</li> <li>• Fees in excess of \$500, are due and payable.</li> <li>• Breach of course progress according to Overseas Student Visa Requirements Policy &amp; Procedure</li> </ul>
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## Procedure

Steps	
Training Australia First staff are responsible to:	Responsibility
<ul style="list-style-type: none"> <li>• Inform all students of expectations related to behaviour;</li> <li>• Explain to students what constitutes behaviour misconduct;</li> <li>• Model exemplary behaviour act as a benchmark for students and other staff;</li> <li>• Supervise student behaviour and the behaviour of other staff;</li> <li>• Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;</li> <li>• Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;</li> <li>• If the observed behaviour misconduct is serious in nature, the staff member may suspend the students continued participation in RTO activities (training sessions, assessment, study sessions, lab sessions, field activities, etc.);</li> <li>• Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour Misconduct Report.</li> </ul> <p>If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and /or staff, or damage property at the RTO, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary the Police are to be contacted and requested to respond to control the situation.</p>	Staff
Students responsibility	
<ul style="list-style-type: none"> <li>• Be informed of and comply with Commonwealth or State law</li> <li>• Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO</li> <li>• Identify themselves truthfully</li> </ul>	Student

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Steps	
<ul style="list-style-type: none"> <li>• Behave in a way that supports the safety or health of any other person</li> <li>• Maintain the peace or good order of the RTO</li> <li>• Treat RTO property with respect and prevent damage or destruction of property</li> <li>• Behave in a way that supports the conduct of official RTO meeting, ceremony, activity, class or examination/assessment</li> <li>• Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief</li> <li>• Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the RTO</li> <li>• Not trespass or knowingly entering any place within the premises of the RTO that is out of bounds to students</li> <li>• Give truthful information relating to student status</li> <li>• Communicate in a way that demonstrates respect for others and is free from verbal abuse</li> <li>• Attend classes regularly and obtain prior approval, or provide a medical certificate from a registered medical practitioner if not attending for consecutive 7 days.</li> <li>• Pay all fees due on time.</li> <li>• Attend Early ISM or ISM meetings with the college representatives if applicable.</li> </ul>	
General Manager in respect of any behaviour misconduct by a student may	
<ul style="list-style-type: none"> <li>• Immediately suspended the student for a period not exceeding fourteen (14) days as may be determined.</li> <li>• Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.</li> <li>• Where State or Commonwealth laws appear to have been breached, the matter <b>will</b> be referred to the police or other appropriate authority.</li> <li>• Impose one or more of the following behavioural management strategies: <ul style="list-style-type: none"> <li>○ Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;</li> <li>○ Suspend the student from using all or some RTO facilities and / or services for a designated period of time;</li> <li>○ Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;</li> <li>○ Cancel the student's enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).</li> </ul> </li> </ul>	Staff & General Manager

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Steps	
<ul style="list-style-type: none"> <li>○ Cancel the student's enrolment due to non-payment of fees according to their fee payment plan and agreement.</li> <li>○ Cancel the student's enrolment due to breach of course progress and not attending Early ISM and ISM meetings.</li> </ul> <p>Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.</p> <p>Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.</p> <p>International students after being formally warned are to be withdrawn from the program according to the suspension /deferral /withdrawal /cancellation policy and procedure.</p>	
Storage and recording	
File all the documents related to the Student Misbehaviour in the individual student file	Student services and Records Manager
The documents must be stored and retained for 2 years for international students and 6 months for domestic students after the person ceases to be an accepted student.	Student services and Records Manager

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# Student Support Policy & Procedure

## Policy

- TAF will identify any support services a student may require prior to enrolment or commencement of a qualification through the pre-training review process, including assessment of learner suitability and identification of required support.
- The students will have access to educational and other support services necessary to meet the requirements of the qualifications throughout their training.
- TAF will ensure proper orientation is provided to both domestic and international students before the commencement of the course.
- TAF will provide opportunity for the students to access welfare related support services in order to assist them with any issues that may arise during their study, including course progress issues. Internal support services are provided at no additional cost to the student. Where a student is referred to external support services, TAF will not charge for the referral; however, external service providers may apply their own fees.
- TAF will provide the opportunity for students to access support services in order to assist students in meeting course requirements regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
- Support services are provided consistent with the course requirements, mode of study and learning needs of student cohorts. Training Australia First currently delivers training in face-to-face modes only
- Student Services and Records Manager (SSR) is the designated member of staff to be the official point of contact for students. The SSR will have access to up-to-date details of TAF support services.
- TAF ensures that it has sufficient staff to meet the needs of the students enrolled with TAF.
- TAF ensures that staff members who interact directly with students are aware of TAF's obligations under the Standards for RTOs 2025 and, where applicable, the ESOS framework, and understand the potential implications for students arising from these obligations.
- TAF has a documented Critical Incident Procedure that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.
- Students will have access to this policy and procedure as a part of their student handbook.
- Staff will be provided with information on this policy and procedure during staff induction. They will be informed of any changes to the policy, procedure or form either by email, memo or staff meeting. The most updated version will be available to all staff via TAF server.

### TAF will:

- Take reasonable steps to ensure staff and student safety on campus.
- Provide information to students on how to seek assistance during incident or critical incident.
- Provide information to students on safety and awareness relevant to life in Australia.

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## Equity, Inclusion and Fair Treatment

Training Australia First is committed to providing a safe, inclusive and supportive learning environment free from discrimination, harassment and victimisation. This commitment is implemented through:

- Student Support Policy & Procedure
- Complaints and Appeals Policy and Procedure
- Reasonable Adjustment processes
- Student Handbook equity information

## Nominated Student Services Manager

Whilst all staff employed by TAF have the responsibility to provide support to all students, TAF will nominate a Student Services & Records Manager (SSR) who will be available to all students, on an appointment basis, through the standard TAF hours of business.

Students can book an appointment directly with the SSR by emailing [ssr@taf.edu.au](mailto:ssr@taf.edu.au) or by calling (03) 9357 9119.

## Student Orientation

TAF will conduct an orientation for both domestic and international students. At times the orientation for both domestic and international students may take place at the same time. In such instance, the SSR will inform the students of the sections that are not relevant to them. The information is included in the orientation power point.

The orientation program for international students supports overseas students in adjusting to study and life in Australia by providing information on, or access to: an age and culturally appropriate orientation program that provides information about:

- Student support services available to students in the transition to life, adjust and study in a new environment;
- Legal services;
- English language and study assistance programs;
- Emergency and health services;
- TAF's facilities and resources;
- Complaints and appeals processes;
- Any student visa conditions relating to course progress, and where applicable, attendance requirements in accordance with the National Code 2018;
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia;
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The program will also include an introduction to TAF, introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of TAF that are necessary for successful study.

The orientation program will be mandatory for all new domestic and international students. A complete orientation will ensure the students are introduced to key personnel, familiarised with the facilities and procedures of TAF and adequately prepared for safety, study in Australia and commencing to adapt to Australia.

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## Definition

<b>Currently Enrolled Student</b>	A person who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.
<b>Personal Counselling</b>	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
<b>Program Information</b>	This includes details of programs, student services and educational services.
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
<b>Overseas/ International Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>
<b>Domestic Student:</b>	Refers to all students who are not overseas fee-paying students.
<b>Reasonable Adjustment</b>	Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with special needs, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility. Reasonable adjustment must not compromise the integrity of the assessment.
<b>Special Needs</b>	The term Special Needs is a short form of Special Education Needs and is a way to refer to students with disabilities. The term Special Needs in the education setting comes into play whenever a student's education program is officially altered from what would normally be provided to students through an Individual Education Plan which is sometimes referred to as an Individual Learning plan.

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## Student Support Services Procedure

Below are the steps to explain what and how the information will be provided to the students.

Steps	
<p><b>Student orientation Procedures</b></p> <ul style="list-style-type: none"> <li>• Generally, the Orientation is conducted a <b>day before the enrolment commences</b>.</li> <li>• Students are provided information on Orientation date on their letter of offer</li> <li>• It is mandatory for all students (domestic and international) to attend the orientation program.</li> <li>• Any student who does not attend will be contacted directly and/or through their agent.</li> <li>• Students who are not able to attend the orientation will be given an opportunity for orientation at the earliest possible time.</li> <li>• The SSR will show the students around the campus on the orientation day.</li> <li>• A PowerPoint presentation will be used to provide all the relevant information to the students.</li> </ul> <p>During the orientation, the student will be introduced to the college website and information available on it. They will be provided with an orientation pack which will include:</p> <ul style="list-style-type: none"> <li>• the student handbook and the links available on the website;</li> <li>• the orientation power point presentation;</li> <li>• the orientation checklist; (student must sign and return to SSR)</li> <li>• Student safety information</li> <li>• Student Visa requirements (international students)</li> <li>• Agent feedback form (student must sign and return to SSR)</li> <li>• Fair work factsheet on employment in Australia. (international students)</li> </ul> <p>The SSR will take a picture of the students for the Student Id cards. The cards will be provided to the students within 14 days on receipt of their photograph.</p>	<p><b>Responsibility</b></p> <p>Student Services &amp; Records Manager</p>
<p><b>Student welfare services</b></p> <p>Students must get in touch with the Student Services and Records Manager for any welfare support required.</p> <p>Students must put all requests for support in writing.</p> <p>Where the nature of the concern is beyond the SSR's experience and abilities, the student shall be referred to an appropriate person for professional assistance.</p> <p>There are no charges for referrals.</p> <p>All information on welfare and support services will be available to the student via:</p> <ul style="list-style-type: none"> <li>• Student pre-enrolment handbook</li> <li>• International and Domestic Student Handbook on RTO website</li> <li>• Orientation Program</li> </ul>	<p>Student Services and Records Manager</p>

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Steps	
<b>Counselling</b>	
Students who require counselling support and advice about their personal situation or issues will be provided referrals by the Student Services & Records Manager	Student Services & Records Manager
<b>Legal services:</b>	
If the student requires any legal advice they should approach the Student Services & Records Manager, who can provide referrals to the student at no additional cost.	Student Services & Records Manager
<b>Accommodation (International students)</b>	
<ul style="list-style-type: none"> <li>Whilst TAF does not offer accommodation services or take any responsibility for accommodation arrangements, TAF staff are able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.</li> <li>All students are encouraged to organise their accommodations prior to arrival in Australia. But, the Student Services &amp; Records Manager can refer students to appropriate accommodation services if required.</li> </ul>	Student Services & Records Manager
<b>English language and study assistance programs: (learning support)</b>	
All students are required to complete a Language Literacy and Numeracy test as a part of their entry requirement. This test helps TAF to identify the students who may need additional support and identify whether the course is suitable for the student.	Student Services & Records Manager
TAF is aware that some student may exhibit learning difficulties or may have lower level of Language, literacy and numeracy skills, which were not accurately identified through their English Assessment result and course entry requirements or at the time of the pre-training review conducted prior to commencing the qualification.	Trainer/Assessor General Manager
TAF will provide access to additional academic and LLN support where these are identified and affect the students' ability to successfully progress in the course.	
Trainers will identify and report to the General Manager, if a learner is facing challenges such as the: completing projects and assessments, study skills, time management, research skills and ensure that academic support and where required counselling services are provided. Student course progress will be carefully monitored in line with predetermined course progress requirements, and students will be encouraged and supported to access additional assistance where course progress requirements are not met.	
If the student has commenced the course but has been identified at a risk of not being able to meet the course requirements the following support services can be provided:	
<u>Minor LLN deficiency that would inhibit the participation:</u>	
Scheduled training such that TAF can provide a supervisor to provide individual support during learning activities and make reasonable adjustment	

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## Steps

during assessment activities. This support must be coordinated through the General Manager to ensure suitable allocation of trainers/supervisors is available.

Students may be given additional time to practice before the assessment

### Significant LLN deficiency that would prevent participation and completion of the course

#### **Domestic student**

will be provided with a referral and the student will need to improve on their Language Literacy and Numeracy skills before commencing their course with TAF.

#### **International Students:**

will be provided with a referral for Bayside College, and the student will need to improve their Language Literacy and Numeracy skills before commencing their course with TAF

TAF has a pathway agreement with Bayside College to be able to provide this support to the student. The students will not be charged for referral but will incur tuition fees as per Bayside College fees and charges.

Some of the strategies that the trainers/assessor may use for either domestic and/or international students, whilst enrolled in the course are:

- Provide extra time to complete the assessment;
- Use short and simple sentences to explain;
- Use life experiences in the classroom;
- Confirm understanding for example ask students to rephrase questions;
- Use methods that do not require a higher level of language or literacy than is required to perform the job role and the course level;
- Refer them to the courses that may help them to develop the skills in these areas;
- Integrating theory with practice;
- Include more pictures or diagrams e.g. power point presentation, videos etc. during the learning process.

Students can be provided one on one tutoring with the assessor if required at no additional cost to them where possible during college hours.

### **Emergency and health services:**

- The Student Services & Records Manager will at all times maintain an updated list of medical professionals within the local radius of the RTO.
- Any student with medical concerns may inform the Student Services & Records Manager who will assist them in finding an appropriate medical professional.
- In emergency situations, the Student Services & Records Manager or the General Manager will call for an ambulance to attend to the student.

SSR

General Manager

### **Students with Disabilities**

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Steps	
<ul style="list-style-type: none"> <li>Any disabilities that may hinder the student course completion and course suitability is identified at the enrolment stage. A pre-training interview is conducted before a student is enrolled in a course with TAF</li> <li>Any disabilities or additional support identified through this process, is documented in the student's individual learning plan.</li> <li>The trainer/assessor will need to check, whether the support planned is working for the student or whether any changes are required.</li> <li>A student with any medical disability requires a medical certificate and clearance from the doctor in order to ensure the course is suitable for the student.</li> </ul> <p>Nt: Some of the courses at TAF may not be appropriate and might pose a risk to the student. In such cases, where it is determined that the course is not suitable and reasonable adjustment cannot be provided, the student may be advised to withdraw from the course in accordance with applicable policies and refund arrangements.</p> <p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p>	<p>Student Services and Records Manager</p>
Student Safety	
<ul style="list-style-type: none"> <li>TAF will provide safety information during orientation to raise student awareness on personal safety risks and issues and what to do in the event of a personal crises.</li> <li>TAF has monitored video security cameras throughout the campus. The video footage can be accessed upon request to the General Manager in the event of theft, damage, destruction, unacceptable behaviour, emergencies.</li> <li>Where incidents are reportable to law enforcement, a copy of video footage of the relevant incident may be provided to relevant law enforcement agencies e.g. Police.</li> <li>TAF has policies and procedures in place to ensure the health and safety of students including to monitor and address any reported or identified hazards, manage critical incidents and emergency situations</li> </ul>	<p>Student Services and Records Manager</p> <p>General Manager</p>
Facilities and Resources at TAF	
<p>Information on facilities and resources at the campus is provided to the student during orientation and also available in both domestic and International student handbook.</p>	<p>SSR Student Services and Records Manager</p>
Cultural awareness and Social Programs	
<ul style="list-style-type: none"> <li>Staff will receive information on cultural challenges during their staff induction.</li> <li>Students will receive information on cultural challenges to help assist them to deal with the cultural challenges associated with living and studying in a new country during orientation.</li> <li>SSR on request, can organise social events that allow all students enrolled at TAF to mingle and socialise. These events may range from cultural and sightseeing events, to BBQs, dinners, excursions and sporting events. Any suggestions can be forwarded to the SSR.</li> </ul>	<p>Student Services and Records Manager</p>

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Steps	
<b>Employment in Australia</b>	
Student will be provided information during orientation on work rights, ATO, TFN, ABN and also handouts from fair work act in order to understand their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.	Student Services and Records Manager
<b>Financial difficulties</b>	
If a student due to financial difficulties is not able to access suitable PPE required for automotive courses. TAF will provide the student with the required PPE to be used at the workshop premises for the duration of the training. The General Manager will decide whether the student is eligible for this service.	General Manager and SSR
<b>Complaints and appeals</b>	
Refer to Complaints and Appeals policy and procedure	SSR
<b>Student Visa &amp; Any student visa condition relating to course progress and or attendance as appropriate</b>	
During orientation students are advised of their requirements to continue to meet their visa conditions. Specifically, the expectations for course progress are laid out in the International Student Handbook and explained during orientation.  Refer to the Course progress policy and procedure for the support available to students to meet their visa obligations.	Student Services and Records Manager
<b>Domestic student course progress support</b>	
In order to ensure that the domestic students complete their course on time, TAF will monitor their course progress.  Refer to the domestic course progress policy and procedure for the support provided.	
<b>Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.</b>	
In cases where Training Australia First cannot provide support, in addition to the other referral mentioned in this policy, the student will be provided with appropriate referrals in consultation with the CEO	Student Services & Records Manager
<b>Risk Reduction Measures</b>	
TAF staff must implement the following risk reduction measures to ensure that the occurrence and/or intensity of Critical Incidents including threats to students are minimised:  1. Education <ul style="list-style-type: none"> <li>provide information sessions regarding personal safety, road rules, security, fire safety, drug and alcohol use to all new students during orientation. Students must also be educated about campus support services and groups that can assist and support in times of stress or crisis;</li> </ul>	General Manager

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Steps	
<ul style="list-style-type: none"> <li>• provide crisis management training to staff by taking them through to the critical incident policy and procedure;</li> <li>• Provide students with pre-departure information (pre- enrolment handbook) including personal safety, road rules, security, fire safety, drug and alcohol use to all students.</li> </ul> <p>2. Participation &amp; Building Networks</p> <ul style="list-style-type: none"> <li>• encourage student participation in groups including religious &amp; spiritual groups, multicultural community groups, and sporting organisations; (this is done by informing student on forthcoming events through the information board at the reception)</li> </ul> <p>3. Staff Training</p> <ul style="list-style-type: none"> <li>• provide relevant staff with development programs including First Aid Certificate, to prepare them to deal with Critical Incidents.</li> </ul> <p>4. Emergency Contacts</p> <ul style="list-style-type: none"> <li>• provide all students on arrival information on emergency support and services contact numbers</li> </ul> <p>5. Provide the students with fire safety and student safety in Victoria brochure.</p>	
Storage and recording	
<p>File all the documents related to the any request or support in the individual student file. Critical Incidents should be logged according to critical incident policy and procedure</p>	Student services and Records Manager
<p>Student records are stored and retained in accordance with legislative and regulatory requirements, including the National Vocational Education and Training Regulator Act 2011 (Cth) and the ESOS Act 2000, for the required retention periods. The documents related to international students must be stored and retained for 2 years and for 6 months in case of a domestic student, after the person ceases to be an accepted student.</p>	Student services and Records Manager

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## Critical Incident Policy & Procedure

### Policy

This policy/procedure supports 'Standard 6 – Overseas Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

“The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student’s ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.”

### Definition

<b>Currently Enrolled Student</b>	A person who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.
<b>Personal Counselling</b>	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
<b>Overseas/ International Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not:</b> <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>
<b>Reasonable Adjustment</b>	Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with special needs, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.  Reasonable adjustment must not compromise the integrity of the assessment.

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<b>Special Needs</b>	The term Special Needs is a short form of Special Education Needs and is a way to refer to students with disabilities. The term Special Needs in the education setting comes into play whenever a student's education program is officially altered from what would normally be provided to students through an Individual Education Plan which is sometimes referred to as an Individual Learning plan.
<b>Critical Incident</b>	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving Training Australia First, its staff and/or students.
<b>Death</b>	Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.
<b>Serious Illness</b>	Illness which causes the deterioration of the student /staff member's health over time.
<b>Serious Injury</b>	Illness which prevents or severely affects the student's ability to continue with or complete the course.
<b>Traumatic Event:</b>	A traumatic event is not limited to, but could include: missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; drug or alcohol abuse.

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## Critical Incident Procedure

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the General Manager will confirm that the incident falls under the definition of a 'Critical Incident'.

Steps	
Reporting	Responsibility
<ul style="list-style-type: none"> <li>When a critical incident occurs, the staff members must contact emergency services where required and contact the CEO / General Manager immediately.</li> <li>If immediate action is required, then emergency services (police, ambulance or fire brigade as appropriate) must be contacted and advised of the situation. All personnel should clear out from any dangerous area. Contact should be made with the family of any student involved</li> <li>A 'critical incident report form' must be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report should be completed/verified by the General Manager and given to the CEO.</li> <li>The 'critical incident report' should include as much information as possible and indicate the people directly involved in the incident.</li> <li>The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Training Australia First to notify Department of Education and Department of Border Protection as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident must be reported via the Provider Registration and International Student Management System (PRISMS).</li> </ul>	CEO / General Manager
During Operating Hours	
<ul style="list-style-type: none"> <li>Students and staff must notify any critical incident involving a student immediately to the General Manager/ CEO.</li> <li>General Manager/ CEO will consider the details and severity of the incident and determine what action needs to be taken.</li> <li>If the incident is not severe and can be resolved with resources available, General Manager/ CEO will initiate the action to ensure the appropriate level of support is provided.</li> <li>If the incident is severe and warrants a level of support/assistance from external resources General Manager/ CEO will initiate action to arrange the required support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.</li> <li>General Manager will determine, based on the severity of the incident and in conjunction with Training Australia First's Policies, whether other Training Australia First's staff and family members of the student/s involved need to be advised of the details of the incident. The General Manager will take the necessary action.</li> </ul>	CEO / General Manager

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Steps	
<b>Outside Operating Hours</b>	
<ul style="list-style-type: none"> <li>Students and staff are required to notify any critical incident involving a student immediately to the General Manager on his mobile (24 Hours) or CEO.</li> <li>General Manager or CEO will contact the Student Services and Records Manager who will gain access to the records of the student/s involved to enable verification of details to any emergency services involved.</li> <li>CEO or General Manager will determine if there is any care or support required to be provided and make the necessary arrangements.</li> <li>CEO and General Manager will determine whether other Training Australia First's staff or family members need to be advised of the details of the incident. They will take the necessary action.</li> </ul>	CEO / General Manager
<b>Follow Up Action</b>	
<b>General Manager will ensure:</b>	
<ul style="list-style-type: none"> <li>Any required follow up such as de-briefing, counseling and prevention strategies have been completed.</li> <li>All staff and students involved in the incident have been informed of the outcomes from the incident.</li> <li>A recommendation as to the response to the critical incident is documented and included in the Incident Register.</li> <li>Any further follow up required is documented and responsibilities allocated to appropriate staff.</li> <li>Monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalescence;</li> <li>Co-ordinate the provision of any Training Australia First based resources required during any period of treatment/convalescence;</li> <li>Liaise with the police and other emergency services personnel;</li> <li>Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;</li> <li>Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file. This file is located at the Reception.</li> </ul>	General Manager
<b>Concluding Steps</b>	
<p>In the event of the death of a Student, General Manager / CEO will ensure the following is undertaken:</p> <ul style="list-style-type: none"> <li>Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;</li> <li>Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;</li> <li>Organise the sending of a letter of condolence to the family;</li> <li>Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, notify prisms etc.</li> </ul>	CEO / General Manager

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Steps	
<b>Public Relations</b>	
Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, CEO or General Manager, are the only authorised spokespersons to speak to media representatives on behalf of Training Australia First.	CEO / General Manager
<b>Strategic Management</b>	
General Manager, under the leadership of the CEO, manages responses, the continuity of business operations and contingencies, and the recovery and review phases.	CEO / General Manager
<b>Operational Management</b>	
SSR, under the leadership of the General Manager and CEO, manage the incident scene until the arrival of Emergency Services in accordance with Occupational Health and Safety Procedures.	SSR/ CEO / General Manager
<b>Storage and recording</b>	
File all the documents related to the critical incident in the critical incident folder and log the incident on the critical incident register	Student services and Records Manager
The documents must be stored and retained for 2 years for international students and 6 months for domestic students after the person ceases to be an accepted student.	Student services and Records Manager

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## Legislative and Regulatory Responsibilities

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

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

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

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

### Work Health and Safety Act 2011

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

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

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

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

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

### Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

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

1. the kinds of personal information that the entity collect s and holds;
2. how the entity collects and holds personal information;
3. the purposes for which the entity collects, holds, uses and discloses personal information;
4. how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;

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5. how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
6. Whether the entity is likely to disclose personal information to overseas recipients.

### **Harassment, victimisation or bullying**

Training Australia First is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Training Australia First will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Training Australia First Complaints and Appeals procedure detailed in this Handbook.

### **Disability Discrimination Act 1992**

#### **Sect 5 - Disability Discrimination**

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

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

### **Sex Discrimination Act 1984**

Objects The objects of this Act are:

1. to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
2. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the

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disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

3. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
4. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
5. To promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Age Discrimination Act 2004**

The objects of this Act are:

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

### **Racial Discrimination Act 1975**

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

1. promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
2. Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### **Copyright Act 1968**

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

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the

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

## **Fair Work Act 2009**

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

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

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

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

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

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

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

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

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# Privacy Policy & Procedure

## Purpose

Training Australia First collects and stores personal information on our students and industry clients. Training Australia First complies with the Privacy Act 1988 (Commonwealth). This policy describes how Training Australia First collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

## Policy

### Authority to collect and store information

Training Australia First Pty Ltd (TAF) is a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011.

As a condition of registration, TAF is required to collect, retain and report certain personal and sensitive information about students undertaking nationally recognised training.

These requirements arise from:

- The National Vocational Education and Training Regulator Act 2011
- The Data Provision Requirements 2012
- The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)
- The Standards for Registered Training Organisations 2025

Under these legislative and regulatory instruments, TAF must collect and report student data for national VET statistical and regulatory purposes. This includes information about the student, the qualification or units undertaken, the location and mode of delivery, and training outcomes.

TAF is also required to retain records of certification documentation and certain training records in accordance with regulatory retention requirements, and to provide training activity data to government agencies where mandated.

These obligations form a statutory requirement for TAF to collect, store and disclose information relating to students enrolled in nationally recognised training.

Further information regarding regulatory requirements may be accessed via the ASQA and Department of Education websites.

### Collection and Use of Personal Information

Training Australia First collects personal information that is reasonably necessary for, and directly related to, the delivery of its training, assessment and support services, and to meet regulatory and legislative requirements.

Personal information is collected for purposes including:

- enrolment and course administration
- delivery of training and assessment
- student support services
- reporting to government agencies in accordance with legislative requirements
- compliance with regulatory obligations, including ESOS requirements (where applicable)

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- issuing qualifications and Statements of Attainment
- management of fees and payments

The types of personal information collected may include:

- personal and contact details
- employment information (where relevant)
- academic history and prior education
- training, participation and assessment information
- fees and payment information
- information required for the issuance and verification of a Unique Student Identifier (USI)
- for international students: visa, passport and English language proficiency information required for compliance purposes
- statistical and demographic information required for national VET reporting

Some information collected may be regarded as sensitive information under the Privacy Act 1988, including health information or information relating to disability or background characteristics. Sensitive information is collected only where required by law or with the individual's consent.

TAF may also collect and use information relating to satisfaction surveys, complaints handling and employer engagement for quality assurance and continuous improvement purposes.

Personal information of employees is collected for human resource and employment management purposes and is handled in accordance with this Policy.

### Collection methods

Student personal and sensitive information, as well as training activity information, is prescribed by the AVETMISS Standard. This information is collected directly from students using enrolment forms (paper-based or electronic) and other administrative forms, including but not limited to complaint forms, RPL applications, refund requests and transfer applications.

Much of this information is entered into TAF's student management software, VETtrak. Hard copy records are retained within secure student files.

Survey responses are collected using Employer and Learner Satisfaction Surveys, which may be issued in hard copy or electronic format. Survey results are returned to the administration office and entered into a survey analysis spreadsheet. Once recorded, hard copy survey forms are securely destroyed and electronic copies are permanently deleted where appropriate.

Enquiry information from prospective students, including personal contact information, is collected directly from individuals via telephone, email, in person or through the TAF website.

Personal information relating to employees is collected directly from individuals at the commencement of employment and during employment for human resource management purposes.

### Sensitive information

Training Australia First may collect certain types of information that are considered 'sensitive information' under the Privacy Act 1988.

Sensitive information collected may include:

- Disability and long-term impairment status (health information);
- Indigenous status, language spoken at home, proficiency in spoken English and country of birth (demographic information required under AVETMISS reporting requirements);

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- Dietary requirements (health-related information collected for event or catering purposes only);
- Biographical information provided by guest speakers, which may include professional affiliations or membership of professional associations;
- Membership of professional associations and health or work injury information collected from employees for human resource management purposes.

Sensitive information required for AVETMISS and national VET data collections is collected in accordance with legislative and regulatory requirements.

In all other circumstances, sensitive information is collected only with the individual's consent and is used solely for the purpose for which it was collected.

### Google Analytics and cookies

Training Australia First uses Google Analytics, a web analytics service provided by Google LLC, to collect information about how visitors use our website.

Google Analytics uses cookies to generate statistical information about website activity and usage. This information may include IP addresses and other usage data. The data collected through cookies may be transmitted to and stored on servers located outside Australia, including in the United States.

The information collected is used to:

- analyse website traffic and usage patterns;
- improve website functionality and user experience; and
- support website management and security.

Google may process this information in accordance with its own privacy policy. Further information about Google's privacy practices is available at:

<https://policies.google.com/privacy>

Individuals may disable cookies through their web browser settings or opt out of Google Analytics using the browser add-on available at:

<https://tools.google.com/dlpage/gaoptout>

Please note that disabling cookies may affect website functionality.

TAF web servers may automatically log technical information such as server address, date and time of visit and pages accessed. This information is used for website administration, security and system improvement purposes.

### Unsolicited personal information

If Training Australia First receives personal information that has not been requested, it will assess whether the information could have been lawfully collected under the Privacy Act 1988.

If the information could have been collected under the Australian Privacy Principles, it will be managed in accordance with this Policy.

If the information could not have been lawfully collected, TAF will take reasonable steps to destroy or de-identify the information as soon as practicable.

### Notification of collection

Training Australia First takes reasonable steps to notify individuals of the collection of their personal information before, at the time of collection, or as soon as practicable thereafter, in accordance with the Privacy Act 1988.

Notification may be provided in writing, electronically or verbally (for example, during telephone enquiries or interviews).

Privacy notices are included in relevant forms and communications, including:

- Enrolment and application forms
- Marketing and event registration forms
- Quality Indicator survey invitations

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- Employment commencement documentation

These notices outline the purpose of collection, how the information will be used or disclosed, and how individuals may access or correct their information.

### Unique Student Identifier (USI)

Students undertaking nationally recognised training are required to have a Unique Student Identifier (USI).

TAF collects and verifies USIs at enrolment. Where requested, TAF may assist students to apply for a USI with the student's consent. A consent declaration is obtained where TAF applies for a USI on behalf of a student.

### Disclosure of personal information

Training Australia First does not disclose personal information other than:

- for the primary purpose for which it was collected;
- for a related secondary purpose where the individual would reasonably expect such use or disclosure;
- where the individual has provided consent; or
- where disclosure is required or authorised by law.

TAF is required to disclose certain personal information to Commonwealth and State government agencies in accordance with legislative and regulatory obligations, including reporting requirements under the National VET Data Policy and ESOS framework (where applicable).

Information about how personal data is collected, used and disclosed is provided in enrolment documentation, application forms, and written agreements. Students acknowledge this through signed declarations at enrolment.

TAF does not sell personal information or mailing lists to third parties for marketing purposes.

TAF may use third-party service providers, including cloud-based systems and website analytics providers, to support its operations. In some cases, personal information may be stored or processed on servers located outside Australia. Where this occurs, TAF takes reasonable steps to ensure that such providers handle personal information in accordance with Australian privacy requirements.

Publicly available statistical or research publications do not contain identifiable personal information.

### Management of personal information

Training Australia First takes reasonable steps to ensure that personal information it collects, uses or discloses is accurate, up to date, complete and relevant for its intended purpose.

TAF routinely reviews and updates information held in its student management system and other records. Students are encouraged to notify TAF of any changes to their personal details. Returning students are asked to confirm their contact information at the time of re-enrolment.

### Access to and correction of personal information

Individuals may request access to, or correction of, their personal information held by Training Australia First, subject to the exceptions permitted under the Australian Privacy Principles.

Requests for access or correction must be made in writing in accordance with the Student Access to Records procedure. Proof of identity may be required before information is released.

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TAF will respond to requests within a reasonable period and will provide access unless a lawful exception applies. If access or correction is refused, TAF will provide written reasons and information about how the individual may make a complaint. TAF does not charge a fee for making a request for access or correction. However, reasonable administrative charges may apply for providing copies of records where applicable.

### Information retention and disposal

Personal information is held in both electronic and paper formats.

This may include:

- Student enrolment records and survey data stored in secure databases;
- Stakeholder contact details maintained within VETtrak and authorised communication systems;
- Training and service delivery documentation held in electronic document management systems or secured physical files;
- Employee records maintained within HR and payroll systems; and
- Secure backup copies of electronic records maintained for business continuity purposes.

Training Australia First retains personal information only for as long as it is required to fulfil its operational, contractual, regulatory and legislative obligations.

Retention periods vary depending on the type of record and may include:

- Certification documentation retained in accordance with regulatory requirements (up to 30 years);
- Assessment evidence retained for the minimum required regulatory period;
- Student records retained as required under ESOS legislation (where applicable);
- Financial and employment records retained in accordance with taxation and employment laws.

When personal information is no longer required for lawful business or regulatory purposes, TAF takes reasonable steps to securely destroy or de-identify the information in accordance with privacy and record management requirements.

### Information security

Training Australia First takes reasonable and active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure, in accordance with the Privacy Act 1988.

TAF implements a range of technical, physical and administrative safeguards, including:

- Secured internal systems and networks protected by appropriate security technologies and encrypted data transmission protocols (such as SSL/TLS);
- User authentication controls for access to VETtrak and other systems, including unique log-ins, password protection and role-based access rights;
- Secure management of third-party service providers, who are required to implement appropriate safeguards to protect personal information;
- Physical security measures for offices and storage areas, including secure cabinets and restricted access to authorised personnel;
- Clean desk practices and locked workstations when handling personal information; and
- Secure destruction of paper records and sanitisation of hardware prior to disposal.

Where a data breach occurs that is likely to result in serious harm, TAF will respond in accordance with its Data Breach Response procedures and the Notifiable Data Breaches scheme.

### Complaints and concerns

Complaints or concerns regarding Training Australia First's management of personal information should be submitted in writing to the Chief Executive Officer.

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TAF will acknowledge receipt of the complaint and will investigate the matter in accordance with its Complaints and Appeals Policy.

A written response will be provided within a reasonable period, generally within 30 days of receiving the complaint.

If an individual is not satisfied with TAF's response, they may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Further information about privacy complaints is available at:

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

## Procedure

	Responsibility
<p><b>Privacy Notices</b></p> <ul style="list-style-type: none"> <li>The current NCVER Privacy Notice and Student Declaration are included on all enrolment forms used for nationally recognised training.</li> <li>Appropriate privacy notices and consent declarations are included on all forms used to collect personal or sensitive information.</li> <li>Privacy notices clearly outline the purpose of collection, use, disclosure and reporting obligations.</li> <li>International Student Written Agreements set out the circumstances in which personal information may be disclosed, in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.</li> <li>The Compliance Manager must ensure that all privacy notices used by TAF are reviewed periodically to ensure they remain current and compliant with legislative requirements.</li> </ul>	CEO/ Compliance Manager
<p><b>Marketing Privacy</b></p> <p>TAF must ensure that all marketing communications:</p> <ul style="list-style-type: none"> <li>Are sent only to individuals who have provided consent or where permitted by law;</li> <li>Clearly identify Training Australia First as the sender;</li> <li>Include a clear and functional unsubscribe or opt-out mechanism; and</li> <li>Honour unsubscribe requests promptly.</li> </ul> <p>Marketing communications must be clearly distinguishable from regulatory or enrolment-related communications.</p> <p>Personal information collected for marketing purposes must be managed in accordance with this Privacy Policy.</p>	CEO/ Compliance Manager
<p><b>Privacy of USI information</b></p> <p>Unique Student Identifiers (USIs) are collected at enrolment in accordance with legislative requirements.</p> <p>Students are responsible for obtaining their own USI and providing it to TAF prior to enrolment in nationally recognised training.</p> <p>TAF does not apply for USIs on behalf of students.</p> <p>USI information is collected, stored and used solely for the purpose of meeting regulatory reporting and certification requirements and is managed securely in accordance with this Privacy Policy.</p> <p>Access to USI information is restricted to authorised personnel.</p>	SSR/ Admin officer

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Access to Records		Responsibility
Access to Records	<ul style="list-style-type: none"> <li>• Individuals may request access to their records by submitting a completed Request Form in writing to Student Services &amp; Records.</li> <li>• Requests may be made by current or former students, or other authorised individuals, and may relate to access to personal records or previously issued AQF certification documentation (refer to the Certification Policy &amp; Procedure where applicable).</li> <li>• Upon receipt of a completed request, the officer must verify that the request has been made by the individual to whom the records relate. Appropriate proof of identity must be obtained before access is granted.</li> <li>• Arrangements for access may include providing copies of records, mailing documentation, or arranging an appointment for records to be viewed in person.</li> <li>• Where records are mailed, they must be sent only to the address recorded on file, unless a verified change of address has been provided with appropriate proof of identity.</li> <li>• Where records are accessed in person, the individual must provide photo identification, which must be verified against the records held.</li> <li>• A note must be recorded on the individual's file detailing how and when access was provided.</li> </ul>	SSR/ Admin officer
Amendments to records	<ul style="list-style-type: none"> <li>• Individuals requesting correction of personal information must submit a written request using the Student Request Form.</li> <li>• Current students requesting changes to contact details (e.g., address, phone number, email) may submit a Student Change of Details Form.</li> <li>• Upon receipt of a request, the officer must verify the identity of the individual before making any amendments.</li> <li>• The request must be assessed to determine whether the information held is inaccurate, out of date, incomplete, irrelevant or misleading.</li> <li>• If the request is valid and the information is incorrect, the records must be updated promptly.</li> <li>• If the information is determined to be correct, the records must not be altered. The individual must be notified in writing of the decision and the reasons for refusal.</li> <li>• A record of the request and the outcome must be documented on the individual's file.</li> </ul>	SSR/ Admin officer

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## Issuing a Qualification

Once you have successfully completed all required assessment tasks and have been deemed **Competent** in all units required for a qualification, you will be issued with the relevant AQF qualification certificate (testamur) and a record of results.

If you successfully complete one or more units of competency but do not complete the full qualification, you will be issued with a **Statement of Attainment** for those units achieved. TAF will issue certification documentation within **30 calendar days** of course completion, provided that:

- All assessment requirements have been met;
- All outstanding fees have been paid; and
- A valid Unique Student Identifier (USI) has been provided.

There is no additional charge for the initial issuance of a qualification certificate or Statement of Attainment.

A fee of **\$150** applies for the re-issue of certification documentation.

## Education Services for Overseas Students (ESOS Framework)

As an overseas student studying in Australia, you have certain additional rights and responsibilities under Australian legislation. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and associated legislation and regulations, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

You can access information on the Education Services for Overseas Student (ESOS) framework including official Australian Government material or links to materials online by clicking on the link below.

- <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

You can have access to the ESOS act by clicking on the link below:

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

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