BEDFORD COLLEGE

RTO Number: 90301
CRICOS Code: 01589B

HANDBOOK – 2022
(INTERNATIONAL STUDENTS)

CONTENTS

Welcome

1. About Bedford College

Established in 1944, Bedford College is a not-for-profit Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA). Our National Provider Code is 90301 and our CRISOS Code is 01589B.

Bedford College is authorised by the Australian Skills Quality Authority (ASQA) to deliver and assess a range of courses and to issue nationally recognised qualifications as detailed on the College's scope of registration National Training Register. Bedford College complies with the Australian Government's Standards for RTOs 2015 Australian Skills Quality Authority - Standards for RTOs 2015.

2. Introduction

This Handbook has been developed to provide information and guidance to international students on the College' operations, policies, procedures and practices, services provided (including student support) and relevant legislative Acts. It also sets out the rights, responsibilities and obligations of international students enrolled at the College. Bedford College operates in accordance with the Australian VET Quality Framework and the National Vocation Education & Training Regulator Act 2011.

3. Our Mission

To be an innovative provider of quality training and to strive for excellence in all we do. To provide students with a caring, Christian environment which enhances their ability to succeed, and to assist individuals of all backgrounds and cultures to work and learn in harmony.

4. Code of Practice

The College has a Code of Practice that governs the operations of the College. We ask that all students comply and cooperate with these guidelines so that you can learn in a harmonious environment which maximises the opportunity to achieve the very best learning outcome. Bedford College is committed to providing high-standards of vocational education and training and academic and non-academic support to all students.
See Code of Practice.

5. Introduction to Vocational Education and Training (VET)

a. What is VET?

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

b. National Recognition

The qualifications and Statements of Attainment issued by Bedford College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Bedford College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers and have the confidence that their qualification will be equally recognised.

c. Australian Qualifications Framework (AQF)

Qualifications issued by Bedford College are in accordance with the Australian Qualifications Framework (AQF). The AQF is the national policy for regulated qualifications in Australian education and training and provides the standards for Australian qualifications. The AQF was introduced in 1995 to underpin the national system of qualifications in Australia encompassing higher-education, vocational education and training in schools. Qualifications and Statements of Attainment issued by Bedford College include the AQF

logo which indicates that the qualifications have been achieved in accordance with the AQF. Australian Qualifications Framework.

d. Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units to be included in a course and the elective units which are available.

e. Delivery of Training

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

f. RTOs Responsibilities

Bedford College takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates Certification Issuance Policy.

6. Unique Student Identifier (USI)

All colleges require students to have a Unique Student Identifier (USI) code in order to register, recognise and release qualifications and certificates. In order for the College to issue your course qualification and results, you must register for a USI and send a copy of your USI number to the College.   For more information USI - Australian Government.

7. Recruitment and selection of students

Potential students are provided with all relevant information to enable them to make an informed decision about the College - and the course in which they wish to enrol – before actually making the enrolment decision. Students are recruited responsibly and ethically at all times and recruitment is consistent with the requirements of qualifications and curriculum and the RTO Standards 2015.   See Student Information Policy & Pre-enrolment Information.

a. Marketing and Advertising

Bedford College advertises courses through a variety of means including through the website and through approved International Agents. (A list of Bedford College approved Agents can be found on our website). See Approved International Agents & Marketing Policy

The College is committed to integrity and accuracy in its marketing activities in accordance with the Standards for Registered Training Organisations. We provide transparent and accurate information regarding the College services and performance and avoid vague or ambiguous statements and false or misleading comparisons with other providers or qualifications.

Interested applicants are requested to contact the College either by telephone or email and/or speak to a Agent in your home country. On shore applicants are invited to inspect the College facilities.

b. Selection/Academic Suitability

Bedford College ensures that all applicants seeking to enrol are treated fairly and equitably. Bedford has open, fair, clear and transparent procedures that are based on clearly defined entry criteria. The entry criteria and application procedures are published in Bedford's marketing materials and on the website for the information of potential students.

Apart from the normal enrolment requirements, the College must reasonably believe that the applicant displays the academic ability to satisfactorily complete the course. However, we are able to assist students

with additional needs to participate in our courses and to provide learning support when required. Bedford College programs are designed - and wherever possible facilities set up - to enhance flexibility of delivery. It is our goal to maximise the opportunity for access and participation by disadvantaged students. See [Student Support Services](#) and [Overseas Student Support Services Policy](#)

c. Access and Equity

The College complies with anti-discrimination 2018 legislation which prohibits discrimination towards any group or individuals in any form, inclusive of: gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, homosexuality (male or female, actual or presumed), age (in relation to compulsory retirement), physical or intellectual or psychiatric disability.
See [Access and Equity Policy](#).

8. International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. Bedford College course entry requirement is a minimum IELTS Academic Score of 5.5. IELTS Academic is for people planning to study in higher education.

Bedford College will require you to submit evidence of your IELTS proficiency (Academic Score of at least 5.5) with your enrolment form.

Applications for enrolment that are not accompanied with this evidence will not be accepted. For more information about IELTS, please visit [IELTS](#).

9. Course Entry Requirements

All international students applying to enter a course with Bedford College must:

- Be 18 years of age or above
- Demonstrate good command of written and spoken English - Verified evidence of IELTS Level 5.5 (see point 8 above)
- Have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.
- Meet the following Student Visa 500 subclass requirements: [Visa Details and Conditions](#)
- Note: Entry into some qualifications may require the completion of a Prohibited Person Declaration and consent to the Working with Children Check.

10. Enrolment Process

Bedford College undertakes to make training available to all persons who:

a. Meet Course Entry Requirements

- To enrol into a course as an overseas student at Bedford College, applicants must complete an International Student Course Acceptance and Enrolment Agreement Form (available Online or by request);
- The Form should be completed in full and submitted by mail or email:

The Registrar
Bedford College
PO Box 6784
Norwest NSW 2153
info@bedford.edu.au

- Agree to abide by Bedford College's expectation of students; and

- Make suitable payment of fees before the commencement of training

The application for enrolment must be accompanied by:
- Evidence that verifies your identity and current age (date of birth)
- Evidence of IELTS proficiency (Minimum Academic Score of 5.5)
- Evidence of a Year 10 ROSA, Higher School Certificate or equivalent secondary schooling outcome

When your application has been received by the College, the Registrar will review it for completeness.

b. Verification of IELTS and Education Level

Bedford College reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:
- IELTS proficiency. Bedford College will utilise the IELTS Results Verification Service to assess the validity of all evidence submitted of IELTS proficiency.
- School Certificate equivalence. Where evidence submitted by an applicant does not clearly demonstrate the equivalence to the Australian School Certificate, the applicant will be required to obtain a confirmation from the Board of Studies, Teaching & educational Standards NSW.
  http://www.boardofstudies.nsw.edu.au/hsc/equivalent-qualifications.html

11. Electronic Confirmation of Enrolment

Upon approval of your application you will receive a Letter of Offer from the Registrar, Bedford College. Once you agree to accept the Offer, an Electronic Confirmation of Enrolment (eCoE) will be generated and forwarded to Department of Immigration and Boarder Protection and yourself at the address provided on your application. An official receipt for the fees paid will be forwarded to you and/or your Agent (refer payment methods below). It is the applicant's responsibility to apply for a student visa. If your application is not complete, the Registrar, Bedford College will contact you.

When you receive your eCoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to www.dfat.gov.au/missions). You will be unable to apply for a student visa without the eCoE.

a. Successful Student Visa

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

b. Unsuccessful Student Visa

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

12. Orientation

Orientation is provided to all students and is designed to provide important information and help to familiarise you with the College, your campus, your course, support services, and it also gives students the opportunity to ask questions. Department of Immigration - Orientation Visa Information

a. What's included in the Orientation Program?

Introduction to staff and a tour of the College – including facilities, resources, fire exits, etc.
- Presentation covering:
  - Explanation of learning outcomes
  - How training delivery and assessment occurs

- o Qualifications issued and the requirements thereof
  - o Assessment/assignment overview
  - o Attendance expectations
  - o Academic progress – explained (See point 12 Training and Delivery)
  - o Assessment Malpractice Policy
  - o Student Support Services (SSOs)
  - o Payment options and plans (including VSL information)
  - o Behaviour and attitude expectations
  - o Dress code information
  - o WHS procedures
  - o The College Document Management System - (Novacore)
  - o Laptop connection to College network
  - o Setup in the Online Classroom (Moodle)
  - o Undertake language, literacy and numeracy (LLN) test
  - o Photograph taken for ID purposes

- How to access current versions of:
  - o The Student Handbook
  - o College Policies and Procedures (listed)
  - o Assessment information
  - o Relevant Legislative Acts
  - o Support/Counselling Services
  - o Study Hints and ideas
  - o Student Forms and documents

b. <u>International Students – Additional Presentation</u>

- International Students – Conditions of your Student VISA
- Attendance and Academic Progress Requirements
- Face-to-face hours at College
- Working in Australia
- Intervention process for breeches of the above
- International Student Health Cover
- PRISMS
- CRICOS
- National Code of Practice 2018
- Living in Australia Costs
- Accommodation information

c. <u>What you will receive</u>

- Student ID card
- Car Parking Passes (if required) – Norwest Campus Only
- Textbooks and e-texts
- Consumable items
- Uniforms (if required)
- Locker key
- Class timetable for upcoming term
- Emergency Contact Details Form
- Media Release Form – Student Agreement
- Student Conduct Agreement Form

13. Course Information

Bedford training programs meet the Australian Qualifications Framework (AQF) standards which means that the courses are nationally recognised in post-compulsory education and training within Australia. Bedford conducts courses that are accredited and recognised by the relevant government bodies and educational institutions. Qualifications issued by Bedford College are portable between all Registered Training Organisations.

   a. Satisfactory Result in Every Unit

   In order to receive any AQF Qualification (Award), (i.e. Certificate or Diploma), you must demonstrate competence (pass) in EVERY UNIT of that qualification. Should you fail to complete the entire course, or if you cannot demonstrate competence in all units in your course, you will be awarded an AQF Statement of Attainment outlining those units in which you demonstrated competence.

   b. Learning Hours

   You are required to attend classes and complete the set assessment activities for all units required for a particular qualification.

   > IT IS IMPORTANT TO NOTE THAT STUDENTS WHO DO NOT DEMONSTRATE SATISFACTORY ACADEMIC PROGRESS AND/OR HAVE UNACCEPTABLE ATTENDANCE ARE IN DANGER OF BREECHING THE CONDITIONS OF YOUR VISA AND THEREFORE HAVING YOUR VISA CANCELLED.

   c. Mandatory Learning Hours for International Students

   Your student visa clearly states that International students must undertake a minimum of 20 hours per week of learning tuition, these hours are made up as below:

   Face-to-face (in class) Hours = 15 hours per week
   All students – Three days per week from 9:00 am to 2:50pm

   Online - Hours = 5 hours per week
   Apart from the face-to-face hours, you are also required to undertake a number of online units and/or activities each term (a minimum of 5 hours per week). Assessments for all online units will be undertaken in-class and marked by the trainer.

   d. Supervised Study Period (Optional)

   Supervised Study Periods are available every College day from 2:50pm – 3:50pm. This period is designed to assist students to catch-up on missed work, revise or review work or speak with a trainer about any concerns or questions regarding your course/unit. This service is provided to all students free of charge and every trainer is available during this period.

   e. Homework

   Most units that you learn at College will require time spent doing homework, revision and assessment preparation. Plan to spend time each evening completing work. This may consist of revision of the day's work and working on assignments and any online activities set.

   You are responsible for developing and maintaining good study habits, you should therefore set goals for yourself and endeavours to reach the goal through hard work and dedication. In order to achieve a satisfactory outcome, you must demonstrate commitment, self-discipline and consistent effort and attention

14. Work Placement (Practicum)

   a. Business and Leadership & Management Students

   It is recommended that all business students undertake voluntary work placement one day per week (on Fridays) in order to gain valuable work skills and to establish business networks and connections.
   One-week (36 hours) work placement during the final week of Term 3 is undertaken by all students. (See Course Dates as per the College website or on Moodle). Your work placement employer is required to

complete and return to the College a Performance Report on your work including the duties you performed, the skills you demonstrated and the attitude you presented.

b. Early Childhood & School Age Education Students

You are required to undertake work placement (Practicum) one day per week (minimum of 8 hours per day) during terms 1, 2 & 3 of your course. During this time, you will also complete 2x2 week blocks (minimum of 40 hours per week) – at the end of Terms 2 and 3.

(Mandatory Work Placement for a Diploma of Early Childhood Education and Care course is 240 hours and for the Cert III in Early Childhood Education and Care is 120 hours).

Diploma Students
1 day per week x 8 hours (minimum) x 20 weeks = 160 hours
Block Practicum 1 - 40 hours per week (minimum) x 2 weeks = 80 hours
Block Practicum 2 - 40 hours per week (minimum) x 2 weeks = 80 hours   Total = 320 hours

Cert III Students
1 day per week x 8 hours (minimum) x 10 weeks = 80 hours
Block Practicum 40 hours per week (minimum) x 2 weeks = 80 hours   Total = 160 hours

Your Work Placement (Centre) Supervisor will be requested to sign the Attendance Sheet in your Practicum Workbook at the end of each day which you hand in to your Bedford Trainer at the end of Terms 2 & 3. The Attendance Sheet will then be verified with the Practicum Centre by the College Admin staff. The Centre will also provide the College with a report on completion of the 2x2 week blocks. The report will include information on your participation in the Centre, the skills you demonstrated and your attitude toward the staff, children and families. Your Bedford Trainer will visit you at your Practicum Centre during each block practicum period.

Your Work Placement Director/Supervisor and Bedford's Practicum Coordinator will work together in order for your practicum placement experience to be as positive and enjoyable as possible. They will identify any problems that you may experience and endeavour to address these in a timely manner; and they will also discuss the performance and attitude that you demonstrate whilst you are at the Centre.
Full details of the aims of practicum are in the Practicum Workbook and it is your responsibility to familiarise yourself with these aims and abide by them at all times.

Participation in the work placement program is a compulsory component of your course and you are required to wear your Bedford College Shirt, tailored pants and appropriate footwear whilst on Practicum.

Working with Children Check
Early Childhood Education and Care and School Age Care students are required to maintain a valid WWCC in order to undertake practicum placement and/or gain employment in a registered facility. Working With Children Check

c. Community Services Students

Diploma of Community Services Students are required to undertake 100 hours of work placement in a registered community services facility during the course. Your trainer will advise you when this work placement is to be undertaken. You will be provided with a Practicum Workbook which outlines the tasks to be done and any other requirements that you must meet whilst on Placement. An Attendance Sheet is signed by your Placement Supervisor and submitted to the trainer during Term 4 and your Attendance Sheet will then be verified with your Practicum Service Supervisor.

Your Work Placement Supervisor and your Bedford Trainer will work together in order for your practicum placement experience to be as positive and enjoyable as possible. They will identify any problems that you may experience and endeavour to address these in a timely manner; and they will also discuss the performance and attitude that you demonstrate whilst you are at the Service.

Full details of the aims of practicum are in the Practicum Workbook and it is your responsibility to familiarise yourself with these aims and abide by them at all times.

Participation in the work placement program is a compulsory component of your course and you are required to wear your Bedford College Shirt, tailored pants and appropriate footwear whilst on Practicum.

Community Services students are required to obtain an Australian Police Check clearance in addition to the WWCC as below.

Working with Children Check and NSW Police Check & NDIS Worker Clearance
Community Services students are required to maintain a valid WWCC and a NSW Police Check in order to undertake practicum placement and/or gain employment in a registered facility. Working With Children Check & NSW Police Check.

Students who will be completing their Work placement in an NDIS disability service will also be required to obtain an NDIS Worker Clearance (NDISWC). NDISWC NSW

d. Certificate III in Individual Support, and Certificate IV in Ageing Support

Students are required to undertake 120 hours of work placement in an approved aged care facility or disability service. Work placements are usually completed over one x3 week block. Students who are already employed in the industry, or those wishing to complete their placement on a part time basis should contact their Bedford trainer for guidance.

NSW Police Check and NDIS Worker Clearance
Individual Support and Aged Care students are required to obtain a NSW Police Check in order to undertake practicum placement and/or gain employment in a registered facility. NSW Police Check.

Students who will be completing their Work placement in an NDIS disability service will also be required to obtain an NDIS Worker Clearance (NDISWC). NDISWC NSW

Online Students
Students residing outside of NSW are advised to check the clearance requirements for their state before commencing placement. Clearance requirements - All states.

15. Training and delivery

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

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

a. Training Plan

You will be issued with a Training Plan during Orientation which explains the order in which each unit in your course will be delivered. Students are required to insert the date of each unit's completion on the Form and the result achieved. The Form is submitted to trainers at the end of each term and the trainer and student will sign the Form to indicate their agreement on the results.

b. Training and Assessment Services and Issuance of Qualifications

Bedford College takes responsibility for the quality of the training and assessment being provided to students and for the issuance of AQF certificates. Certification Issuance Policy

16. Moodle (Online Classroom)

Part of your course content is delivered through Bedford's Online Classroom (Moodle). Moodle is also used by trainers and students to revise unit information and details, check assessment dates, view Unit Outlines, communicate with trainers and students, etc. It is a helpful tool which can be used to remotely access:

- Information on each unit
- Unit trainer's name and contact details
- Assessment information, including contact hours, dates and type of assessment
- Resit/resubmit information
- Helpful links, readings and ideas
- Revision and clarification of all units
- Online Units
- A record is kept of your MOODLE activity in Online Classes
- Your assessment results
- General student information and resources
- Staff contact information
- College policies and procedures
- Student Support Services (including Counselling services)
- Access the College's Document Management System (Novacore)
- University website links

17. Fees, Charges, Payments

a. Initial Fees

Initial fees are payable prior to course commencement and on the first day of each term thereafter. An invoice will be sent to the student prior to the payment date. For a list of current course fees and fees payment schedules please refer to Course Costs and Calendar Dates.

- $300 Enrolment Fee (non-refundable)
- 50% of the tuition fee (2 term's fees) for the enrolled course for offshore student applicants or 25% of the tuition fee (1 term's fees) for enrolled course for onshore student applicants.
- Payment can be made by (international) bank cheque, telegraphic transfer or credit card (Visa or MasterCard). Payments must be made is Australian Dollars.

Bedford College may discontinue training if the fee is not paid as required. Fees will vary for different courses. Students having difficulties with payments should approach the Finance Manager to discuss the issue before the payment's due date. A Late Fees Policy applies to fees not paid by the due date (where no alternative payment arrangements have been made). See Student Fees Late Payment Policy

b. Protecting pre-paid fees by students

Under the Standards for NVR Registered Training Organisations 2012, Bedford College applies Option three of the acceptable fee protection options for student fees collected in advance.

Bedford College may accept payment of no more than $1000 from each individual student prior to the commencement of the course. Following course commencement, Bedford College may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed $1500.

c. Consumable Costs

During the first week of College you will be issued with a number of consumable items for use during your studies. Depending on your course and/or elective, you may be required to purchase additional material and/or consumables during the year. i.e. Textbooks/e-Texts

Textbooks and e-texts Registrations may be purchased from the College and will be issued as required.

d. Refund of Fees and Charges
Bedford College has a policy in place which provides for appropriate handling of student payments and to facilitate refunds in the cancellation by either party. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. See Refund Policy - International Students

18. Learning Resources to be Provided by the Learner
Irrespective of the course in which you enrol, there are several items that you will need in order to successfully undertake the course. These include:

- Computer with Windows 8 (minimum)
- Printer and scanner
- MS Office Suite (Word, Excel, PowerPoint, Outlook)
- Access to the internet (for Online Classroom work, homework and research purposes)
- Appropriate stationery

19. Assessment (in-class) and Assignment (Homework) information
In order to receive a qualification, you must pass all the units in the course. All units contain several assessable components (elements) and answers must be deemed Satisfactory in every element in order to achieve a Satisfactory (Competent) result. (Graded Results are as per the Graded Marking Scale (page 18).

Assessments (in class) and assignments (Homework) must be submitted in accordance with the instructions and within the prescribed timeframe. You will be provided with ample notice of all assessment dates (all unit information, including assessment dates, is also available in the relevant Unit Outline in Moodle). See Assessment Policy

a. Absence from In-class Assessment
If you are sick on a scheduled assessment day, a medical certificate (from a certified medical doctor) must be provided - otherwise you will be deemed to have failed the missed assessment. (Please note that a Medical Certificate **MUST** be provided to the College on the first day of your return to College). A new assessment date will be scheduled by your trainer and it is your responsibility to follow-up on this.

b. Assignment Information (Homework)
All assignments must be typed. Hand-written assignments will not be accepted or marked. (With the exception of Community Services students who are required to submit hand-written workbooks for some units). All assignments / assessments must be submitted by the due date set in Moodle.

c. Assignment Cover Sheet
A yellow Cover Sheet MUST be attached to all work placement portfolios/assignments/assessments when they are signed-in. The Cover Sheet outlines the Unit Number, Unit Name, due date, submission date, etc. Assignments/assessments submitted without an attached cover sheet will not be accepted. (Cover sheets can be downloaded from Bedford Online (Moodle).

d. Assignment Timelines
ONLINE ASSIGNMENTS MUST BE UPLOADED TO MOODLE BY 9AM ON THE DUE DATE.

WORK PLACEMENT PORTFOLIOS MUST BE SUBMITTED TO RECEPTION WITH A SIGNED YELLOW COVER SHEET BEFORE 9AM ON THE DUE DATE. Assignments handed in after 9am will incur a 10% penalty and a further 10% penalty will apply for each day thereafter (see point f. below).

e. Absent When an Assignment Is Due

If you are sick on the day an Assignment is due to be submitted, you must make every effort to get your assignment uploaded by 9:00am on the due date.

IMPORTANT NOTE: Medical Certificates ARE NOT ACCEPTED for late assignments.

**** NOTE: Assignments that are 5 days or more late may result in a failure for the unit.

f. Group Assessments/Assignments

If your assessment/assignment is a Group Task (involves two (2) or more students) when the assignment is submitted, each group member must sign an agreement specifying the percentage of work undertaken by each group member.

g. Re-sit/Re-Submit Assessment/Assignment

In order to receive a qualification (e.g. Diploma) you must pass every unit in the course. However, our policy is to allow you TWO opportunities (after a period of revision) to re-sit the assessment, if you failed the assessment.

The details for assessment re-sits are as follows:

- The re-sit (re-submit) assessment must be undertaken within 2 weeks of the original assessment
- You MUST attend a compulsory revision class scheduled by the trainer (at the discretion of the trainer)
- You should ensure that you meet with the trainer and go through the assessment in order to identify areas where you have failed
- The trainer will provide you with the date and time of the re-sit assessment and/or the assignment resubmission. This information will be recorded in your College diary.
- You must have a Medical Certificate if you fail to attend the re-sit assessment (MEDICAL CERTIFICATES ARE NOT ACCEPTED FOR LATE ASSIGNMENTS (homework).
- If you do not attend the re-sit assessment and have no medical certificate, you will be deemed to have FAILED the unit
- The Medical Certificate must be handed in on the first day of your return to College (Assessments only)

h. Re-sit Assessment/Assignment Resubmission – Not Satisfactory

If you are unable to pass (achieve competence) in the re-sit assessment you may re-enrol in the unit order to gain your qualification. This will be done as follows:

- You are able to re-do the unit DURING THE OCTOBER HOLIDAYS FOR February students and in THE JULY HOLIDAYS for mid-year students OR at the end of the year/term (at the discretion of the Student Coordinator for your course)
- (The reason for this is so that you are not overburdened by having to re-enrol in the failed unit whilst trying to stay up-to-date with your current work and the rest of your classmates. You will therefore undertake the failed unit/s at a time when there is less pressure on you.)
- The assessment will be carried out in Catapult – and marked by the original trainer

i. Important Unit Re-Enrolment Information

There is a significant cost to the student for re-enrolling in a unit of study (approximately $600). Therefore, you should attempt to pass all assessments on the first attempt or at least at the re-sit stage.

j. Practicum Assessment – Early Childhood Studies

Practicum assessments are carried out for ECE students at the end of Terms 2 and 3 when your Bedford trainer visits the Centre and assesses students on the job. Students are required to undertake particular tasks at the Centre and the trainer/s will assess the students work and also speak to the Centre Supervisor.

k. Practicum Centre Re-Assessment

Students who do not demonstrate competence during the trainers' practicum visit - or students who were absent from the Centre during the scheduled visit - are required to pay an Additional Practicum Visit Fee of $200.

l. Additional Practicum Support Visit

Students may wish to have an additional trainer support visit whilst working at the practicum placement, this may be arranged with your Faculty Coordinator and will incur an additional cost of $200.

m. Results (Competence)

In order to receive an AQF Qualification, you must demonstrate competence in all units of the course. On achieving this you will receive:

- An AQF Qualification (e.g. Diploma, Cert IV, Cert III), and
- A Transcript of Results – outlining all of the units in which you have demonstrated competence

n. Statement of Attainment

A Statement of Attainment showing the units in which Competence was demonstrated will be issued to students who fail to demonstrate competence in all units of the course (in place of the documents as outlined above).

o. Assessment Marking

Bedford College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies. Your trainers will discuss all aspects of assessment requirements prior to the activity being conducted. After your trainer has assessed your work as 'Satisfactory' you may receive a result for the assessment activity (Competent, Not Yet Competent) depending on your result.

You should be aware that you only get two chances to revise and resubmit your assignments. It is therefore a good idea to set goals for yourself and endeavour to reach the goals through hard work and dedication. The ways to demonstrate to our assessors that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- A practical demonstration
- Compiling a portfolio of work samples
- A combination of the above

p. Assessment Marking – Timeline

The College understands that students are keen to receive their assessment results quickly after completing an assessment. However, it is important to note that marking does take time to complete and can often be

quite complex – especially for large assignment tasks. At Bedford we aim to provide assessment results to students within 10 working days of the assessment date. Students may confirm the date of the availability of results with the trainer after the 10-day period.

q. Transcript of Results

On completion of your studies you will receive a Bedford College Transcript of Results showing the scale as below:

THE FOLLOWING SCALE IS USED FOR ALL UNITS		
Competent	Assignment is Satisfactory	All unit objectives and standard competencies for the unit have been clearly demonstrated. This mark denotes satisfactory achievement of unit objectives and competencies. All elements of the assessment have been met.
NYC	Did not achieve competence in the unit	Denotes that a student is Not Yet Competent in one or more of the unit objectives.
IN PROGRESS	Unit is still in progress (on Interim Transcript only)	The unit is still in progress due to the final mark not yet been available.
RPL/CT	Recognition of Prior Learning/Credit Transfer	Denotes that a student is competent in this module through providing satisfactory evidence via Recognition of Prior Learning or Credit Transfer.

NOTE: The final result of any unit may be based upon a cluster of assessments (two or more) which may include work placement assignments or projects together with a final examination, where applicable. All assessments combine elements of both knowledge and competency.

r. Interim Transcript of Results

An Interim Transcript of Results is available to students throughout the year and are useful when applying for entry into a university degree the following year. The Interim Transcript shows the results that have been achieved to date.

Students must provide the College with 14 days' notice when applying for an Interim Transcript of Results.

s. Retention of Assignments/Assessments

The College retains assessments/assignments once student/trainer feedback is completed. These items remain the property of Bedford College. Once handed in, assessments/assignments are kept for a 6 months, after which time they are destroyed. Some assignments/assessments may be returned to the student at the discretion of the trainer/s.

t. Appeal – Assessment/Assignment Result

Should you wish to appeal the result of an assessment/assignment, you should download a Student Assessment Appeal Application Form from Bedford Intranet (link available through Moodle). The Form provides details on the appeals process and an Application Form on which you may formally lodge your appeal. Assessment Appeal Policy

NOTE: Assessment appeals must be lodged within 30 days of the original assessment date.

20. Plagiarism, Cheating and Copying
The College has an Assessment Malpractice Policy in place which outlines the consequences of students' copying work, plagiarising, and otherwise cheating in assessments and assignments.

Plagiarism involves using the work of another person and presenting it as one's own. It is an unacceptable practice. In assignments, you imply that all of the ideas and language are your own, unless you explicitly indicate otherwise. Plagiarism and failure to adequately recognise sources of information will result in mark penalties. Plagiarism is stealing, and is a very serious offence.

Plagiarism can take several forms. The most serious is simply quoting from a source (book or article) without acknowledging by quotation marks and a reference that it is actually from someone else. It is also possible to plagiarise by using a writer's unique ideas (ideas that belong to them and are not generally held) without indicating who expressed that idea - therefore leaving the false impression that the idea is your own. Downloading information from the Internet without acknowledgement is also plagiarism, and can be detected using programs that locate downloaded material easily.

a. <u>Bedford College – Assessment Malpractice Policy</u>

Students should be fully aware of the College Assessment Malpractice Policy to ensure that complete understanding of the rules and ramifications of breaches to this policy do not occur. The Policy can be found on Moodle or click here for more information: <u>Assessment Malpractice Policy</u>

b. <u>Definitions of Malpractice</u>

Plagiarism

The Macquarie Dictionary (Delbridge, 1981) defines plagiarism as "The appropriation or imitation of another's ideas and manner of expressing them, as in art, literature, etc., to be passed off as one's own". Hence plagiarism is the taking of someone else's ideas or works and using them as your own.

Downloading an assignment from an online source and submitting it as your own work.
Buying, stealing or borrowing an assignment and submitting it as your own work.
Using another person's file to avoid doing everything by you, for an individual assignment or project
Copying, cutting and pasting text from an electronic source and submitting it as your own work
To avoid plagiarism of electronic files you should avoid giving access to those files to others. Sharing notebook computers, external hard drives or not locking a computer when you are logged in can mean another person copies your files and therefore your work.

The best way to avoid plagiarism for written work is to use referencing. For subjects at Diploma level, we use the **APA Referencing System** which is an international standard used in universities and colleges throughout the world. There are many guides available for APA Referencing (see the annexure in the back of this Handbook or click on the link below).

Cheating

According to AskOxford.com, to cheat is defined as to "act dishonestly or unfairly in order to gain an advantage". Thus the act of cheating involves a student using non-approved materials or another person's materials or work to gain an advantage in an examination or assessment. Plagiarism is a form of cheating and will be treated accordingly.

Assisting Cheating

Each student is responsible for his or her own work. Hence, if a student chooses to give their work to another student for the purpose of copying, then the assisting student's result will also be NYC. Students are allowed to help each other verbally but Bedford will not allow students to hand assessment work to another student, or to allow another student to copy work – to do so will incur consequences. In fact, assisting cheating is still cheating.

c. <u>Assessment Referencing</u>

All assignments/assessments must contain Text Referencing and a Bibliography. Students must follow the method of referencing as outlined in 'Referencing Rules' at the back of this Handbook. A copy of the Referencing Rules is also available in Bedford Online (Moodle) under the Student Resources section. (See also information on Plagiarism/Copying). Bedford College expects that you use the **APA** style of referencing when writing your assessments. More information can be found at:

https://library.westernsydney.edu.au/main/sites/default/files/cite_APA.pdf

A copy of the Assessment Referencing Rules can be found in the back of this Handbook.

21. Third-Party Arrangements

A third party arrangement is one whereby any other party provides services (marketing, training and/or assessing) on behalf of Bedford College. See the ASQA Fact Sheet on Third-Party Arrangements for clarification if required. *http://www.asqa.gov.au/media-and-publications/third-party-arrangements.html*

Surf Life Saving Australia (or an alternative First Aid Provider) is used by Bedford College to provide First Aid training and assessment on behalf of Bedford College.

22. Trainers/Assessors

All trainers and assessors employed by Bedford College are required to have as a minimum:

- Vocational competencies at least to the level being delivered and assessed;
- Current industry skills directly relevant to the training and assessment being provided;
- Current knowledge and skills in vocational training and learning that informs their training and assessment; and
- Certificate IV in Training and Assessment (TAE40110 or TAE40116), or its successor, or a diploma or higher qualification in adult education

In addition, trainers and assessors must undertake professional development in the fields of:

- Knowledge and practice of vocational training, and
- Learning and assessment, including competency-based training and assessment.
- See Bedford College - Staff Policy

23. Attendance

College data consistently shows that achieving a competent result is closely related to a student's attendance in class. NINETY PER CENT (90%) OR ABOVE ATTENDANCE IS DEEMED BY THE COLLEGE TO BE SATISFACTORY.

IT IS IMPORTANT TO NOTE THAT STUDENTS WHO DO NOT DEMONSTRATE SATISFACTORY ACADEMIC PROGRESS AND/OR HAVE UNACCEPTABLE ATTENDANCE MAY BE IN DANGER OF LOSING ACCESS TO A VET STUDENT LOAN AND/OR BEING UNENROLLED FROM THE COLLEGE.

Students are required to show sufficient self-management and initiative to attend and participate in classes in each subject. **If you are absent for any reason, you should telephone the College and inform the Receptionist between 8:30am and 9:00am**. ALL students are required to be punctual to classes. If you arrive late it will be documented on the roll.

Note: Students who leave a class without permission before the finish time will be recorded as 'Absent' on the roll.

a. Attendance Roll

Student attendance in class is recorded by the trainer.

ABSENCE TYPE	DESCRIPTION	DEDUCTS FROM ATTENDANCE PERCENTAGE
Absent	Not in class	Yes

SICK	Student has telephoned but has no Doctor's Certificate	Yes
LATE	Arrives Late/Leaves Early	Yes
APPROVED	Approved Leave *(only in exceptional circumstances – Approved by the Principal)*	No
MEDICAL ***	Absent with Doctor's Certificate *(maximum 5 sick days per year)*	No
RPL/CT	Student has advanced standing approval	No

*** **NOTE:** *Only 5 days leave on medical grounds (certified by a medical practitioner) will be accepted. This is normal practice within a work environment.*

b. Late Arrival to Class

In order to be well-prepared for classes, you should endeavour to arrive at College at least 15 minutes prior to commencement of your first class i.e. 8:45am. You should also be punctual in returning to class from breaks i.e. morning tea, lunch, etc.

*** NOTE: *In an effort to minimise* disruptions to other students, students who are consistently late to class will not be allowed to enter the *classroom until the start of the next period. Late arrivals to class are recorded on the Attendance Roll as outlined above.*

c. Leave Request Form

If you need to leave College early, are absent for any lessons or require leave for a special purpose, a Leave Request Form must be completed. The Form must be signed by all trainer/s whose class/es will be missed and then handed in to the Admin Office. In exceptional circumstances, the Principal may grant special leave.

d. Personal Appointments

All personal appointments e.g. dental, doctors, driving tests, etc. should be arranged outside College hours.

e. Practicum Attendance – Early Childhood Education and Care

Work Placement (Practicum) is a compulsory component of your course. If you are unable to attend your scheduled practicum you must contact your Practicum Centre as early as possible and advise the Director/Supervisor or authorised staff member. You must also contact your Practicum Course Coordinator and advise her of your absence. Non-attendance at work placement is deducted from your overall course attendance.

(Mandatory Work Placement for Diploma of Early Childhood Education and Care course is 240 hours and for the Cert III in Early Childhood Education and Care is 120 hours).

f. Practicum Attendance – Community Services, Individual Support and Aged Care

Work Placement (Practicum) is a compulsory component of your course. You will be advised by your trainer of your practicum placement dates which will occur throughout your course. If you are unable to attend your scheduled practicum you must contact your Practicum Centre as early as possible and advise the Director/Supervisor or authorised staff member. You must also contact your Bedford Trainer and advise her of your absence. Non-attendance at work placement is deducted from your overall course attendance.

(Mandatory Work Placement for a Diploma of Community Services is 100 hours; Certificate III in Individual Support and Certificate IV in Ageing Support is 120 hours).

24. Recognition POLICY (RPL)

In accordance with the requirements of the RTO Standards 2015, Bedford College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled. Recognition generally takes two forms: Recognition of Prior Learning and Credit Transfer.

a. Recognition of Prior Learning (RPL)

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

RPL is a formal acknowledgment of skills/knowledge/competencies already obtained through:

- Formal education
- Work experience
- Life experience

If a student's prior learning through formal training or at work is relevant to the qualification, then the student may be exempt from some components of the qualification. The advantage of a successful application is that students will not have to repeat a subject in which they have already achieved a competency. All students are eligible to apply for RPL. An assessment fee of $450 per unit of competency applies. See RPL Policy

b. Credit Transfer (CT)

As a condition of registration, the College is required to recognise and grant Credit Transfer for Nationally Recognised qualifications from other RTOs. This is called national recognition. For credit transfer application please use this link: Credit Transfer Application Form

Steps to apply for Credit Transfer:
- Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer.
- Complete an Application for Credit Transfer Form (above) or from Student Administration at the College.
- Lodge the application along with evidence to support the application. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately certified copies.
- The Registrar will review the CT application form and note on the form whether the units applied for are approved or not.
- Appeals must be made within 14 days of the original decision.
- A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration.

25. Certification of Completion

Upon successful completion of your coursework, and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Bedford College and other RTOs under the Standards for RTOs 2015.

- FULL QUALIFICATION: The Qualification levels are Certificate II, Certificate III, Certificate IV, Diploma or Advance Diploma. The qualification is only issued when the student demonstrates competence in all the required competencies for the qualification.

-

- STATEMENT OF ATTAINMENT: A Nationally Recognised Statement of Attainment is issued for partial completion of a qualification for the units in which competency has been achieved.

If for some reason Bedford College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units in which you have successfully met requirements. (See also, the section 'Cancellation of Course by Bedford College) See Certification Issuance Policy

26. Student Complaint or Appeal

Bedford College is committed to providing a fair complaints and appeals process that includes access to an independent external body if necessary. Complaints Policy

a. What is a Complaint?

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

b. What is an Appeal?

An appeal is an application by a student 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 28 days of informing the student of the decision or finding.

c. Natural Justice and Procedural Fairness

Complaints and Appeals are managed at Bedford College in accordance with the principles of 'procedural fairness', also known as 'natural justice'. Both terms are used interchangeably. The opportunity to be heard by an impartial decision maker is at the heart of the rules of procedural fairness/natural justice. It requires a procedurally fair hearing and an unbiased decision being made. All parties to a complaint (complainant and respondent) must be afforded natural justice.

These rules of Natural Justice apply whenever the rights or legitimate expectations of an individual are affected by a decision. Satisfying the rules of natural justice and procedural fairness will vary according to the specific circumstances. There are however important basic principles that apply to every situation.   Natural Justice requires:

- the right to be heard;
- the right to be treated without bias;
- a decision being based on relevant evidence.

It is also important that in making decisions, decision makers take into account relevant considerations; do not take into account irrelevant considerations; and act for a proper purpose.

When you register a complaint or appeal at Bedford College, you can be assured that you matter will be heard in accordance with the guidelines set out in this document.

Bedford College undertakes to apply the following principles to its complaints and appeals handling:

d. Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible.

Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

e. Procedure

This procedure can be utilised by students, including potential students, enrolled, or seeking to enrol, in a qualification with Bedford College to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that Bedford College holds in relation to the student.   During all stages of this procedure, Bedford College will take all steps to ensure that:

- the complainant and the respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided to the complainant or the respondent;
- where the internal or external complaint handling or appeal process results in a decision that supports the complainant, Bedford College will immediately implement any decision and/or corrective and preventative action required and advises the complainant of the outcome.
- A written record of all complaints and appeals is to be kept by Bedford College including all details of lodgement, response and resolution.
- There is no cost to the complainant for utilising this complaint and appeals process.

f. Before an Issue Becomes a Formal Complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. The administration support staff are available to assist students to resolve their issues at this level

g. External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to Bedford College that they wish the matter be dealt with through an external dispute resolution process facilitated by an independent third party mediator acceptable to both parties.

An independent mediator will be accessed within 14 working days. It is then up to the mediator, the complainant and Bedford College to resolve the complaint. Bedford College will bear any costs related to mediation. The complainant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the Registrar, or their nominee, the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the CEO or their nominee receives the report of the outcomes from the discussion or mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the complaint. Bedford College agrees to be bound by the independent mediator's recommendations and the Registrar, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

h. Further action – complaints and appeals

This agreement and the availability of the complaints and appeals processes do not remove your right to take action under Australia's Consumer Law (effective 1 January 2011). Students seeking to make an external complaint about any administrative decision should do so after following the Colleges appeals processes by contacting:

NSW Fair Trading
Telephone 13 32 20

www.fairtrading.nsw.gov.au

For complaints relating to an alleged breach of the College's APP Privacy Policy, students should use the College's prescribed internal processes for managing complaints as described in this Student Handbook. If unsatisfied with the handling of a complaint related to privacy, the individual should contact the Office of the Australian Information Commissioner

If a complaint remains unresolved after the external appeal through Fair Trading, the complainant shall be referred to the National Training Complaints hotline:

Consumers can register a complaint with National Training Complaints Hotline by:
Phone: 13 38 73

The procedures set out in this document do not replace or modify procedures or any other responsibilities, which may arise under other policies or under statute of any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. In addition, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

i. Enrolment Status during the Complaints period

Where a student chooses to access this policy and procedure, Bedford College will maintain the student's enrolment while the complaint handling process is ongoing.

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon written request to the Director of Studies.

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

27. Student support Services

At Bedford we aim to provide a warm, friendly environment for all students. You will find that you make friends very quickly and are supported by trainers, student services, senior staff and other students. The College provides the opportunity to access a range of support services to assist with issues relating to course progress and attendance and accommodation issues. This includes:

- Academic and Non-Academic Support
- Counselling Support
- Language, Literacy and Numeracy (LLN) Support
- Personal Counselling
- Additional Needs Support
- Referral to External Services
-

a. Academic Counselling

Where a Trainer or other Bedford College staff member identifies that a student may benefit from additional learning support in the areas of written English, comprehension or mathematics, an Individual Learning Plan (ILP) will be recommended. This may include a requirement to attend structured additional study groups facilitated by your Student Support Officer (SSO). The Registrar and SSO/Faculty Coordinator will manage Individual Learning Plans. Students who decline to participate additional ILP support where recommended by Bedford College may have their enrolment reviewed at the discretion of the Principal and/or the Registrar.

b. Personal Counselling

Students experiencing personal problems affecting their study may approach the Principal and/or The Registrar to seek to resolve the issues. Where additional support is required, students will be assisted to

access support from an external qualified counsellor. All student counselling is treated in the strictest confidence.

c. Critical Incident Support

In the event of a critical incident, Bedford College has an established policy and procedure for managing critical incidents that occur at its campus or which impact on staff or students engaged with Bedford College.

A critical incident may involve events which resulted in serious injury or death, a building emergency, serious damage to essential facilities or may include death or serious illness of a student's family or friends. If you are attending the Bedford College campus when a critical incident occurs, you must follow the direction of the senior representative of Bedford College. This may involve facilitating a building evacuation or requesting the assistance of emergency service operators.

The above support could include recommendations to external counselling service providers. Full details can be found on the College website: See Student Support Services

28. Privacy

Educational institutions must respect the privacy of individuals as per the Privacy Act (1998). Educational institutions usually collect information from students (and prospective students) including contact details, date of birth, and school attended. Academic information including previous education, current progress reports, attendance and incidents records are also held by the College. Bedford College takes all reasonable precautions to protect the privacy of student records from unauthorised access, misuse or disclosure. See Bedford College Privacy Policy

a. Updating Your Personal Details

Bedford College MUST maintain accurate student contact details. Should you change your residential address and/or home or mobile telephone number and/or your emergency contact person, please advise the Admin Department immediately so that our information is up-to-date.

Students are required to notify the Administration Department of any changes to personal details within 7 days. This includes:

- Home address
- Mailing Address
- Personal Email address
- Phone number (home and mobile)
- Name change (Marriage etc.)

This should be done by email to info@bedford.edu.au. Records will be updated accordingly. Students should also notify the Admin Department within 7 days if their circumstances change e.g. health, ability to attend college, prescription medication that may affect performance etc. All information will be managed in accordance with the Bedford's Privacy Policy

29. Student ID Card

You will be issued with your student ID card on Orientation Day. The card includes your name, photograph and period of study. Your ID card is to be worn at all times whilst at College. It is used for identification and student concession purposes and should be kept in a safe place at all times. Should you require a replacement card a fee of $25 applies.

30. Access to your records

Students are entitled to have timely access to current and accurate records of their participation and progress on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Bedford College, you are welcome to have access anytime and request a copy. If you require access to your records, please make a request to the Registrar and

it will be organised. If you consider your personal information to be incorrect, incomplete, out of date or misleading, you can request that the information be amended. If a record is found to be inaccurate, it will be corrected. See the Records Policy

31. Continuous Improvement

a. Continuous Improvement Services

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

b. Learner Satisfaction Survey

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

32. Dress Code

Bedford College is predominantly an adult learning environment that prepares students for employment and further education. As such students are expected to dress in a manner that is neat, clean, inoffensive and safe at all times, and in a manner that would be expected in the workplace.

Therefore, whilst representing the Institute either on or off-campus, students must wear appropriate clothing.

a. Business Students

Business Attire (eg. skirts, blouses, tailored pants, jackets and dresses for females, trousers and collared shirts for males).

b. Child Care, Community Services, Individual Support and Aged Care Students

Smart casual attire.

During Practicum students are required to wear the college polo paired with black trousers or black jeans (knee length shorts may be worn in summer) and optional Bedford jacket (available from the College). You **MUST** wear closed-in shoes.

c. All Students:

Please keep jewellery to a minimum so as not to hinder your learning or get in the way for prac components. Long hair should be tied back and nails should be kept short. No attention seeking hairstyles.

The following is not permitted for students at any time:

- Inappropriate clothing includes: leggings/jeggins, track suit pants or tops, active wear, short shorts, crop-tops, low-cut tops, hats, ugg boots or thongs
- Clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others
- Motorcycle helmets are not permitted to be worn inside buildings

This dress code applies to attendance at College and also at your work placement centre.

33. Student Management System (SMS)

Student records are stored in the College Student Management System. These records include: contact details, records of attendance, results & course progress. A diary of behavioural issues, emails to and from trainers, incidences or important notes are also recorded in the SMS.

34. Document Management Sydney (Novacore)

The College has a Document Management System where all policies and procedures, student and staff forms, and other miscellaneous documents, legislative Acts are stored. Students can access the DMS by clicking the relevant link in Moodle/Student Portal.

35. Lockers

All students are provided with a locker to ensure safe, secure storage of personal items. The cost of locker hire is $25 per student per year. Lockers may not be shared between students. (Please note that the College does not accept responsibility for any items left in lockers). A replacement fee of $20 is charged for loss of a locker key.

*** *Note: Lockers are accessible only outside class time i.e. before College and during morning tea/lunch breaks.*

36. Mobile Telephones (USE OF)

Mobile phones are a distraction not only to the user, but to other students and must be on silent mode **AT ALL TIMES WHILST YOU ARE IN CLASS**, and kept out of sight.

37. Legislation and regulations

Bedford College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Bedford College has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact upon you.

While Bedford College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you. Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal).

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
Privacy Act 1988
Anti-Discrimination Act 1991
Disability Discrimination Act 1992
Sex Discrimination Act - 1984
Employment Relations Act 1999
Fair Work Act 2009
Copyright Act 1968

38. Stationery/Binding/Photocopying/Printing

Stationery, binding, photocopying, etc. is available at Officeworks, 1 Ross Street, Glebe (Glebe Campus) and Officeworks Castle Hill (Norwest Campus). The College does not provide these services for students.

39. Student Behaviour

Students are provided with a copy of the Behaviour Policy during Orientation. The policy outlines the behavioural standards expected at the College and includes information on Discrimination, Bullying and Harassment. Students are required to sign the 'Student Conduct Policy Agreement' on commencement of the course. Behaviour Policy

a. Smoking, Drugs and Alcohol

Bedford College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances. No smoking is allowed within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Bedford College premises, to use Bedford College facilities or equipment, or to engage in any Bedford College activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

b. Vandalism

Writing on or sticking chewing gum on walls, doors, desks, etc. is vandalism and will not be tolerated. Litter is to be place in the bins provided.

c. Common Rooms

Common Rooms and kitchens are provided for the convenience of all students. It is the responsibility of students to clean-up after themselves. This includes washing dishes, cutlery, cleaning cooking utensils (including microwaves, sandwich makers, etc.). Failure to keep the common areas clean and tidy will result in the rooms being closed for a period of time as advised by the Principal.

d. Swearing

Students should avoid using profanity, excessive slang or other crude or vulgar language within the College.

40. Student Representative Council (SRC)

The Student Representative Council is a student body elected by students to represent students. The purpose of the SRC is to share ideas and bring student concerns to the attention of management and other students. The SRC is also responsible for organising activities for the enrichment of student life and for fundraising.

41. University Articulation

For information on university articulation arrangements for Diploma recipients, please see the Registrar.

42. Graduation

The Graduation Ceremony is held on the last day of Term 4. It is the culmination of the year's work and is the time when students are recognised for their achievements.

43. Building Matters

a. Eating Areas

Student Common Rooms are available for students to enjoy food and drink (balconies are also available on each level at the Norwest Campus). Food, drinks (with the exception of bottled water) is not permitted in any classroom, computer labs or hallways.

b. Common Rooms

Common Rooms are for the convenience and enjoyment of all students. Kitchen facilities are available; however, students must be considerate when using the facilities and equipment. Microwave ovens, refrigerators, cooking appliances and utensils are available and you are responsible for cleaning up after yourself.

c. Out of Bounds Areas
GLEBE CAMPUS
- The Photocopier/Utility Room – Level 1
- The stairwells (other than between the Ground Floor and Level 1)
- The Car Parking Area and Loading Dock

- Patio at front of building
- Patios and front entrances of neighbouring buildings
- The back fire stairs and back entrance (except in case of fire)
- The Staff Room/Staff Kitchen – Ground Floor

NORWEST CAMPUS
- The Photocopier/Utility Room, Level 1
- The Garage & Staff Parking areas
- Patios and entrances to neighbouring buildings

d. Parking Permits (Norwest Campus only)

A valid Parking Permit must be clearly displayed on the dashboard of your vehicle when parking in Bedford College car spaces. Please see the Admin person at Norwest for more details.

e. Reception Areas

Common Rooms are provided for the use of students to sit and relax between classes. The Reception Areas at each campus are for visitors use only.

f. Environmental Sustainability/Recycling

Where possible, all waste at the College is recycled. Appropriate rubbish repositories are provided for recycled waste which includes: paper, food, cans, bottles, etc. See Environmental Sustainability Policy

g. Security

In order to maintain a secure environment, the College's main door and the elevator entrance are secured. Students should ensure that doors are closed after arriving or leaving college and that no person/s (other than fellow students) enters the premises. Doors may not be 'propped open' at any time. This also applies to all fire doors which are located through each building.

44. Computer and related Information

a. Acceptable Use of IT Facilities and Computers Policy

The College has a policy in place which governs the use of computer and IT equipment at Bedford College. Every employee and student is required to adhere to the terms and conditions as outlined in the policy. Acceptable Use of IT Facilities and Resources

b. Bedford Online (Moodle)

Students are provided with remote access to College classrooms through https://moodle.bedford.edu.au. On keying in your user name and password you will be given access to Bedford College Online which will allow you to enter your online classrooms and read/collect/lodge notes and messages, submit and collect assignments etc. One subject per term is delivered on Moodle and attendance is recorded by the supervising trainer.

Note: Moodle also contains the link to the Document Management System (DMS) where all of the Policies and Procedures are located (please see the Policies and Procedures section of this Handbook for a list of Bedford College policies).

c. Wi-Fi Service

Wi-Fi is available free for students to assist with learning. This includes accessing your e-texts, researching, checking College emails, and working in the Online Classrooms. Content filters have been applied to the Wi-Fi service to prevent downloading and access to unauthorised and inappropriate sites and materials. Please see your campus Admin team for access to the college wi-fi.

d. College Email Addresses

You are provided with your own College email address which will remain active for the duration of your course. This address is used for messages between trainers/students, admin/students and students/students.

e. Accessing Your Emails Remotely

College emails can be accessed remotely from any browser at this address: https://mail.bedford.edu.au

f. Internet Access

The Internet is a learning tool for use by all students. In an effort to discourage improper use and avoid wasting valuable learning time, the most commonly used social media sites, games sites and other inappropriate websites have been blocked.

g. Printing

Homework, assignments, projects, correspondence (with the exception of class work) may not be printed at College. Printing should be done at home and is also available at Officeworks and other selected stationers/printing companies.

45. Conditions of your Visa

ADHERING TO THE CONDITIONS OF YOUR VISA IS YOUR RESPONSIBILITY. See Student Visa Holder - Checklist &
Conditions of your visa – Department of Home Affairs

a. Entry Conditions

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

- Be 18 years of age or above
- Demonstrate a good command of written and spoken English. Evidence of an International English Language Testing (IELTS) score of 5.5 or above is required for entry
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the Student Visa 500 requirements - Conditions of your Visa
- Be a genuine temporary entrant - Genuine Temporary Entrant Requirement
- Demonstrate financial capacity
- Hold Overseas Student Health Cover (OSHC)
- Meet the personal health requirements
- Be of good character

Under the simplified student visa framework arrangements introduced in July 2016, streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs about their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Bedford College as a provider on the CRICOS register.

The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa 500 requirements page Student Visa Subclass 500 - Visa Requirements.

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

b. Working in Australia

If you have been granted a student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 40 hours per fortnight: (A fortnight is a period of 14 days starting on a Monday) while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by Bedford College and scheduled during the course. See link for more details Work Restrictions

Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

c. Tax File Number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office https://www.ato.gov.au/Individuals/Tax-file-number/

d. Notifying Change of Address

You must tell Bedford College:

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

e. Satisfactory Academic Performance and Attendance

Enrolled international students at Bedford College must maintain satisfactory attendance in the course and satisfactory course progress for each study period as required by Bedford College. You are usually only allowed to repeat the subject once, if you failed any subject (see Monitoring Attendance and Academic Progress - point 44 below).

f. Disruptive or Unacceptable Behaviour

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

g. Overseas Student Health Cover (OSHC)

You must maintain adequate health insurance arrangements for the duration of your visa. All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia. If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is your responsibility to check the conditions of this health cover. Medical treatment in Australia is expensive and many of the unforeseen accident or sickness, your insurance will cover many of the expenses.

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

Bedford College can arrange your OSHC through AHM Overseas Student Health Cover. However, you have the right to choose your own OSHC provider and can obtain information online by visiting the OSHC providers' websites below.   It's your choice!

Visit the Department of Health to view their valuable OSHC Frequently Asked Questions: http://www.health.gov.au

Please refer to the following sample overseas students' health cover provider websites:

Medibank - Overseas Student Health Cover
NIB - Overseas Student Health Cover
BUPA - Overseas Student Health Cover
Or Google - Overseas Student Health Cover

46. Monitoring Academic Progress and Attendance

a. Attendance and Progress

Under the National Code 2018 of the ESOS Act 2000, international students are required to make satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in certain circumstances and will advise you of potential impacts on your student visa.

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in a study period. At Bedford College each study period is one Term (10 weeks).

- Monitoring Course Progress - Bedford College monitors and records course progress on a regular basis. This is done by monitoring successful completion of all assessment tasks. A student who is identified as falling behind in successful assessment completion will be managed via a range of intervention strategies (see points b. and c. below).

- Monitoring Attendance - Students' attendance is monitored and recorded on a daily basis. This is done by marking an Attendance Roll at the commencement of each class and recording students' absences at the end of each week. Students who have unsatisfactory attendance will be managed via a range of intervention strategies (see points b. and c. below).

b. Intervention Strategy - Implementation

Bedford College staff will do everything possible to assist students who want to learn and progress in the course. The initial intervention strategy may include the implementation of an Individual Learning Plan (ILP) which will include regular meetings with the SSO/Faculty Coordinator and a list of milestones which must be met in order to rectify course progress and attendance problems.

Developed by the SSO/Faculty Coordinator, an ILP is aimed at improving the academic progress and attendance of the student. Intervention strategies may also include additional learning support counselling, training to develop study habits and/or adjustment to the study program.

c. Further Intervention and Official Warning

If, despite the best efforts of the College, the initial intervention strategies do not result in an improvement, the student will be notified (in writing) of the College' intention to report the student to the Department of Home Affairs (DOHA).

This written notification will provide the student with 20 working days' notice to allow the student time to access the Complaints and Appeals process before notification to the DOHA is made.

Students should be aware that reporting to the DOHA may result in the cancellation of the student visa..

47. Deferral, Suspension, Cancellation and Withdrawal (DSCW)

International students must read the DSCW Policy prior to considering an application for Deferral, Suspension, Cancellation or Withdrawal from the course:

Deferral, Suspension, Cancellation & Withdrawal Policy - International Students

Deferral, Suspension, Cancellation Withdrawal Form – International Students

The above policies, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the college's appeals processes by contacting:

NSW Fair Trading
Telephone 13 32 20
www.fairtrading.nsw.gov.au

48. Student Transfer

Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they can prove that exceptional circumstances exist. Students must provide Bedford College with a valid enrolment offer from another registered education provider prior to applying for a transfer.

a. What are Compassionate or Compelling Circumstances?

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

b. Application to Transfer

Students who have completed the initial six months of study (or can provide evidence of exceptional circumstances as above) must complete an Application to Transfer between Registered Providers Form and refer to the Fee Refunds Policy. If a release is granted, a Letter of Release will be issued at no cost to the student. Where release is not granted, the student will be provided with written reasons for refusing the request, and will be informed of their right to lodge an appeal.

Bedford College will respond in writing to an Application to Transfer between Registered Providers within 48 hours.

c. Reasons for Application Rejection

Bedford College will not release a current student from their principal course before they have completed 6 months of that course and/or where it can be demonstrated that the student:

- Has not made satisfactory academic progress and is seeking a transfer to avoid being reported to the Department of Home Affairs (DOHA);
- Has not attended the course as required and is seeking a transfer to avoid being reported to the Department of Home Affairs (DOHA);
- Has not paid all tuition fees.

d. Application to Transfer is Approved

Bedford College will release a current student from their principal course before they have completed 6 months of that course where it can be demonstrated that the student:

- Has not commenced their principal program;
- Has a realistic and accurate understanding of what the transfer represents to their study options;
- Can no longer be provided with the training delivery and assessment services in the principal course by Bedford College.

Bedford College - Transfer Policy International Students

49. Important Information and Documentation for International Students

a. The ESOS Framework

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 the National Code. Practice for Providers of Education & Training to Overseas students 2018. Bedford College is committed to providing quality education and protecting students' rights whilst living in Australia.

The ESOS framework protects student rights, including: the right to receive (before enrolling) current and accurate information about the courses, fees, modes of study and other relevant information from a provider or the provider's agent. The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement is to be kept by the student and the RTO.

The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

The ESOS framework provides students with the right to know:
- How to use the provider's student support services;
- Who the contact officer is for overseas students;
- How to apply for course credit;
- How to apply for enrolment deferment, enrolment suspension, cancellation or transfer;
- Requirements for satisfactory progress in the courses of study;
- Requirements for satisfactory attendance in the courses of study and how attendance will be monitored;
- How to use the complaints and appeals process.
-

Student responsibilities include:
- Compliance with the student visa conditions;
- Maintaining satisfactory course progress;
- Maintaining satisfactory attendance;
- Following the provider's attendance policy.
- Maintenance of Overseas Student Health Cover (OSHC) for the period of the stay;
- Meeting the terms of the written agreement with the provider;
- Informing the provider of any change of address.

Click here for full copy of the ESOS Framework: The ESOS Legislative Framework

b. National Code of Practice 2018

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students (see below).

The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are to:
- Support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments;

- Establish and safeguard Australia's international reputation as a provider of high-quality education and training by:
  - Ensuring that education and training for overseas students meets nationally consistent standards, and
  - Ensuring the integrity of registered training providers
- Protect the interests of overseas students by:
- Ensuring that appropriate consumer protection mechanisms exist
- Ensuring that student welfare and support services for overseas students meet nationally consistent standards
- Providing nationally consistent standards for dealing with student complaints and appeals
- Support registered providers in monitoring student compliance with student visa conditions and in reporting student breaches to the Australian Government.

National Code of Practice 2018

c. CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. All education institutions that recruit, enrol or teach overseas students, must be registered on CRICOS. Only CRICOS courses can be offered to international students studying in Australia on a student visa.

Education institutions must register each course they offer to overseas students on CRICOS. Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students. To determine if an institution or course is registered on CRICOS, please check the publicly available website at: https://cricos.education.gov.au

d. Protection for Overseas Students

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au CRICOS registration guarantees that the course and the education provider meet the high standards necessary for overseas students.

e. PRISMS

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

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. The PRISMS system interfaces with the Department of Home Affairs (DOHA)

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

Education providers also use PRISMS to notify DOHA of students who may have breached the terms of their student visa - for example when the student has not been attending classes and/or is not making satisfactory academic progress.   PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

50. Living in Australia

a. Living Costs

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses.

Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

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

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa. From 1 February 2018, student visa applicants must have access to the following funds to meet the living costs requirements:

- $20,290 per year for student
- $7,100 per year for the student's partner / spouse
- $3,040.00 per year for each of the student's children

Applicant must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.   For further information, go to the following sites:

Living Costs in Australia
Cost of Living in Sydney
Compare the Cost of Living
Student Visa Financial Capacity Requirements
Australian Immigration Visas - Contact Details
City of Sydney - Information
City of Sydney - Community Support for International Students

b. Accommodation

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

- Shared Accommodation. This involves sharing the apartment with one or more adults, you'll have your own bedroom but will share household responsibilities (like cleaning and laundry). You provide your own linen and food and usually pay extra for services such as electricity and telephone.
- Rental Accommodation. By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house - choosing from furnished or unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent.
- Homestay. Homestay is where students choose to live with an Australian family. You are provided with a bedroom and can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request.

51. Helpful Safety Hints

a. Drugs and Alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, methamphetamines etc. are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.
If you have any questions or concerns about these things, please check with your Trainer.

b. Safety in the Training Environment

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

- know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student induction.
- no smoking within the College building.
- report all potential hazards, accidents and near misses to the College staff;
- no consumption of alcohol on College premises or during contact hours;
- keep training and assessment areas neat and tidy at all times;
- seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- observe hygiene standards particularly in eating and bathroom areas.
- report safety concerns to a College staff member immediately.

c. Smoking in Australia

Federal law bans smoking in all Australian Commonwealth government buildings, public transport, airports, and international and domestic flights. Further bans are in place but are governed by individual states. Currently all Australian states and territories have banned smoking in vehicles with children, in some enclosed public places, particularly most major company-owned workplaces, and most enclosed restaurants. Tobacco products cannot be sold or supplied to persons under 18 years old, but there is no legal age to use them.

The Australian Government has made very few laws on electronic cigarettes and leaves it up to the states.

The NSW Government prohibits smoking in all pubs, clubs, restaurants and workplaces in NSW, as well as in commercial outdoor eating and drinking areas and in outdoor public places (e.g., patrolled beaches, children's playground equipment, major sport stadiums, and within 4 metres of non-residential building entrances).

Since 1 July 2006, premises holding a hotel, club or casino liquor licence can designate up to 50% of the outdoor liquor licensed area as a smoking and drinking area. In this area no food or drink can be served, no food can be consumed, no entertainment can be offered and there must be no gaming machines provided. A "buffer", which can be either a 2-metre-wide area or a 2.1-metre-high screen that is impervious to smoke, must be on the area's perimeter wherever it is adjacent to other parts of the outdoor area usually accessed by patrons.

Premises that choose to have such an area must have a smoking management plan for the premises that complies with legislative requirements. For all other outdoor eating or drinking places, smoking has been prohibited since 1 July 2006. Since 1 January 2010, the Queensland Government banned smoking in cars where children under the age of 16 are present.

d. Electrical Equipment

The following guidelines are to be applied:

- All electrical equipment and extensions cables should be tested and tagged. Please ensure that the tags are up to date. It is your duty to report any out of date tags to your trainer;
- Electrical equipment that is not working should be reported to College staff immediately;
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids;
- Students cannot use a piece of equipment unless they have been trained on its use.

e. Charging your iPad/Tablet/Laptop

You should ensure that that your iPad/Tablet/Laptop is fully charged when you arrive at College. However, there are several power points in the Student Common Rooms/kitchens and some classrooms where you can charge your devices in an emergency. (Please note that laptops, iPads and mobiles may not be charged in any computer room or other computer area).

f. Computer facilities (Safety)

Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.

Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate

Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximate 90-degree angle.

The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

g. Fire safety

Bedford College 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.

h. Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Bedford College unless they do so voluntarily and taking all responsibility for any injury caused.

- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.
- Use a trolley where appropriate. A trolley is available at each campus.

i. Work and 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.

j. Unsafe Locations

Every city across the globe has some areas that may not be safe. In your home city, you probably know of these areas and know how to avoid them. Use the links below to check which areas to avoid in Sydney. Smarter Travel or Google 'Areas to avoid in Sydney'.

k. Beach Safety

Millions of people visit at least one of Australia's beautiful beaches every year. These famous beaches are not only enjoyed by lucky Australians but also visitors from all over the world – some who come for a visit, and others who choose to make Australia their home.

Although Australian beaches may look amazing, they can be unpredictable and hide some dangers that every visitor should be aware of. Here you will find some very helpful info and advice from our Lifeguards on beach safety, to ensure you enjoy your visit to the beach and stay safe!

ALWAYS SWIM BETWEEN THE RED AND YELLOW FLAGS

When you see red and yellow flags on a beach, it indicates that there is currently a lifesaving service operating on that beach. The lifeguards have chosen a section of the beach that is best for swimming and they will closely supervise this area. Lifeguards pay more attention to the area between the red and yellow flags than any other part of the beach.

READ THE SAFETY SIGNS

Before you go on to the beach be sure to read the safety signs. This will ensure you are aware of any warnings or dangers on the beach. You can also find other helpful information to make your day at the beach more enjoyable. You might also find single signs placed on the beach to highlight specific warnings.

ASK A LIFEGUARD FOR SAFETY ADVICE

Lifeguards are highly trained and very knowledgeable about beach safety and conditions. When you arrive at the beach look for and identify the lifeguards. Feel free to ask them about the day's conditions, as well any additional beach safety advice they might have for that specific beach – because every beach is different.

SWIM WITH A FRIEND

Not only is swimming with a friend (or family member) a fun way to enjoy the beach, it is also very sensible. While you are swimming together you can keep an eye out for each other, and if further assistance is required, one person could call or go for help. If everyone swimming together knows their own limits it is a good idea to share this with those around you so you can all stay within everyone's comfortable limits.

IF YOU NEED HELP, STAY CALM AND ATTRACT ATTENTION

Even the most careful people can find themselves out of their limits in the water. If you are not feeling comfortable in the water and you require a lifeguard's assistance to get back to shore, stay calm, raise your arm in the air and wave it from side to side. This will attract the attention of a lifeguard who will be able to come to your assistance. You should conserve your energy by floating on your back and staying calm. This will ensure you have the energy to remain afloat until further aid arrives

More information on Beach Safety is available at https://beachsafe.org.au/surf-safety

See the College Work Health and Safety Policy for more information

52. First Aid

A qualified first aid person is available at each campus – see Admin Staff for details. All accidents must be reported to Bedford College staff. The accident and any aid administered must be recorded by staff involved.

53. Students' Obligations

*R*esponsibility:

I will take responsibility for my own actions

*E*steem:

I will build esteem in myself, the College and other students

*S*tay Healthy:

I will insist on maintaining and improving my own physical and mental health and will encourage others to do the same

$\mathcal{P}$lanning and Executing:

   I will develop, execute and stick to a realistic plan

$\mathcal{E}$mpathy:

   I will anticipate the impact that decisions and actions have on others. I will put myself in the other person's shoes

$\mathcal{C}$onfront:

   I will confront differences honestly, quickly and directly with the person involved

$\mathcal{T}$rust:

   I will listen with respect. I will keep my commitments. I will be open and honest. I won't say what I don't mean.

=

RESPECT

54. Campus Information and Contact Details

Norwest Campus

2 Columbia Court, Baulkham Hills, 2153
Phone: +61 02 8572 3260
Fax: +61 2 8572 3261
Website: Bedford.edu.au www.bedford.edu.au
Email: info@bedford.edu.au

The same courses are offered at both our Norwest and Glebe campuses - and many of our trainers teach at both. The state-of-the-art Norwest Campus provides students the very latest facilities in a beautiful location, with lovely outdoor eating/relaxing areas, close to shops, restaurants and cafés, health clubs and gyms.

New Sydney Metro - Opened 26 May 2019
The new train and the interactive stations link

They say that the new Sydney Metro is the biggest infrastructure project since the opening of the Sydney Harbour Bridge - and it happened right here at Norwest.

The good news for Bedford College Norwest students is that Norwest Station is located within walking distance of the College - making it even easier for students to travel to and from College in the fastest possible time. Who wouldn't want to travel on the very latest state-of-the-art driverless trains? What a great way to start the day!!!

Travel Options:
Drive to College (on-site student parking is available)
Catch the bus (the bus stop is at the door)
Travel on the new Sydney Metro train (Norwest Station is across the road from the College)

Distance from Bedford College – Norwest Campus to:

The Hills Medical Centre	Opposite the College
Rydges Norwest Hotel	Opposite the College
Virgin Fitness	Opposite the College
Hillsong Church and Conference Centre	1.1km
Norwest Marketown – Shopping Complex	1.2km
Castle Towers Shopping & Cinema Complex & Library	4.24km
Sydney Opera House	34km
International Airport	25km
Central Station	26.8km

55. ADDENDUM 1 - REFERENCING RULES

In academic writing, an author almost always draws some material from the writing and research of others and it is essential that these sources of information be acknowledged.

Referencing allows the reader to find the same sources of information that you did, to enable them to read more on the topic or to check your interpretation. Referencing makes it clear when you are drawing your own conclusions from the evidence presented, or where you are quoting or paraphrasing from another person's work. Most importantly, by referencing you avoid plagiarism.

Plagiarism is to pretend that ideas or language of other people are your own. In your assignments, you imply that all of the ideas and language are your own, unless you explicitly indicate otherwise. If you fail to make clear that sections of your work are not your own, then you are guilty of plagiarism. Plagiarism is stealing, and is a very serious offence.

When to reference.

You must reference when you are quoting the exact words of another writer; summarising ideas or material based on the work or ideas of another writer; or paraphrasing – putting the work of another writer into your own words.

a. Referencing styles

There are many different styles of referencing; at Bedford College we use the APA method of In-Text Referencing.

The explanations below provide examples of how this method of referencing must be used.
At the point in your assignment that you mention another writer's work, it must be identified by giving the author's surname and the year of publication.

1. When the author's name occurs naturally as part of the sentence, place the year of publication in parentheses after the name. In her well-known study, Wilson (1998) states that ...

2. Within the same paragraph, there is no need to include the year for subsequent references to a study.

3. When the name is not in the text, place the surname and year in parentheses at an appropriate point (often best placed at the end of a sentence)
    a. A recent study has shown that certain medications can assist in the treatment of Alzheimer's disease (Murrell, 1999).
    b. Note: Points 1 and 2 apply to one or more authors.

4. When there are two authors, cite both authors every time the reference occurs in the text.
    a. (Foster & McLellan 1997)
        Foster and McLellan (1997) theorised that ...

5. When there are three, four or five authors, cite all authors the first time, then for subsequent citations, only use the surname of the first author followed by 'et al.' .
    a. (Bunby, Wilson & Abbott, 1999)
        Bunby et al. (1999) found that ....

6. When six or more authors, cite only the surname of the first author, followed by 'et al.'. (In the Reference List or Bibliography you must provide the surname and initials for each author).
    a. (Bunby, et al. 1994)

7. When there is no author, items should be cited using the title. If it is the title of a chapter or article, use double quotation marks around the title. If it is the title of a book, web page, report, etc. underline the title.
    Do NOT use Anon. or Anonymous.
    a. ("Study Finds", 1992)
        Oxford dictionary for scientific writers and editors (1991) defines ...

8. When there is no publication date, use n.d. for no date.
   a. (Wilson, n.d.)
      Wilson (n.d.) disagreed with ...
9. Always give page numbers for direct quotations.
   a. (Wilson, 1995, p. 189)
10. When referring to a source quoted in another work, cite both in the text.
    a. (James cited in Randall, 1989)
       …The results of a study by James (as cited in Randall, 1989) demonstrate that ...
    b. You will only list the work by Randall in your bibliography
11. When there is more than one work by the same author published in the same year they should be distinguished from each other by attaching a lower case letter to the publication date.
    a. (Robinson, 1992a; Robinson, 1992b)
12. When more than one work is cited, separate the details with semi-colons.
    a. (Braddon, 1995; Harvey, 1993)
       Harvey (1993) and Braddon (1995) showed that.

Note: If you are citing more than one work in parentheses - put the references in alphabetical order, not date order.

b. <u>Text Referencing</u>

List the following details, in order:

Name/s of author(s), editor(s) (surname, and initials)
Year of publication in parentheses (followed by a full stop)
Title of publication underlined or in italics (followed by a full stop)
Edition (in parentheses) if other than the first (followed by a full stop) (edition always abbreviated to ed.)
Place of Publication (followed by a colon)
Publisher (followed by a full stop)
Single author/editor
e.g. Wilson, R. J. (1998). Abnormal psychology (3rd ed.). New York: Freeman.
Two or more author(s)/editor(s)
e.g. Kivelson, M. G., & Russell, C. T. (Eds.). (1995). Introduction to space physics. Cambridge: Cambridge University Press.

c. <u>No author/editor</u>

If there is no author or editor, use the title as the first element in the citation, followed by the year.
Oxford dictionary for scientific writers and editors. (1991). Oxford: Clarendon.

d. <u>Written text Resources</u>
CHAPTER IN A BOOK
List the following details, in order:
Author(s) of chapter (surname, initials)
Year of publication in parentheses (followed by a full stop)
Chapter title (followed by a full stop)
Editor/s of book preceded by "In"
Title of book underlined or in italics
Page numbers of chapter in parentheses (followed by a full stop)
Place of Publication (followed by a colon)
Publisher (followed by a full stop)
e.g. Forgas, J. P., Burnham, D. K., & Trimboli, C. (1991). Mood, memory and social judgments in children. In K. M. McConkey, & N. W. Bond (Eds.), Readings in Australian psychology (pp. 369-383). Sydney: Harcourt Brace Jovanovich.

JOURNAL ARTICLE
List the following details, in order:

Author/s of article (surname, initials)
Year of publication in parentheses (followed by a full stop)
Title of article (followed by a full stop)
Journal Name underlined or in italics (followed by a comma)
Volume number underlined or in italics (followed by a comma if no issue number is given)
Issue number in parentheses (only needed if issues are individually paginated) (followed by a comma)
Page numbers
e.g. Klimoski, R., & Palmer, S. (1993). The ADA and the hiring process in organisations. Consulting Psychology Journal: Practice and Research, 45 (2), 10-36.
If there is no volume or issue number - use the date.
White, A. (2002, February 22).

NEWSPAPER ARTICLES
List details as for journal articles, however for the date, use the year, then the month and day of issue. Page number/s are placed at the end of the citation and preceded by "p." for a single page, or "pp." for more than one page.
e.g. Rifkin, J. (2000, July 25). Halt before we reap the whirlwind, Sydney Morning Herald, pp. 15, 17.

CONFERENCE PAPERS
List details as for chapters in books.
e.g. Thoms, M. C. & Swirepik, J. (1998). Environmental flow management in New South Wales, Australia. In H. Wheater & C. Kirby (Eds.), Hydrology in a changing environment: proceedings of the British Hydrological Society International Conference, (pp. 281-287). Chichester: Wiley.

e. Non-book Resources (Multimedia)

VIDEOS
List details as for book, and include the form of the item, e.g., videotape, after the title.
Names of primary contributors (usually producer & director) (full stop)
Year of production in parentheses (full stop)
Title of video underlined or in italics
Medium in square brackets, e.g. [Videotape] (full stop)
Name and location of distributor in parentheses
e.g. Ducat, V. (producer). (1991). Waste not, want not [Videotape]. (Available from: Film Australia: Lindfield, NSW)

SINGLE EPISODE FROM A TELEVISION SERIES
These can be difficult to reference, as the required information is often not available, but the following details should be listed if possible:
Scriptwriter (surname & initials) (full stop)
Year of production in parentheses (full stop)
Title of episode
Director's name followed by ,Director in parentheses (full stop)
Producer's name preceded by "In" and followed by Producer in parentheses (comma)
Title of series underlined or in italics (full stop)
Place of production (colon)
Production company (full stop)
e.g. Momberg, J. (Ed.). (1996). Other people's children. In V. Moncrieff (Producer), Four corners. Sydney: Australian Broadcasting Company.

A TELEVISION BROADCAST
These also can be difficult as you may not have all the information.
Producer or Executive Producer (surname & initials) (full stop)
Year and day and month of broadcast in parentheses (full stop)
Title followed by [Television broadcast] (full stop)
Place of broadcast (colon)
Name of broadcaster and/ Production company (full stop)

e.g. Sexton, M. (2002, December 5). Silent Flood [Television broadcast]. Sydney: Australian Broadcasting Corporation.

f. <u>Electronic Resources</u>
ONLINE JOURNAL ARTICLES
List the following details, in order:
Author(s) of article (surname and initials)
Year of publication (in parentheses) (full stop)
Title of article (full stop)
Journal Name (underlined or in italics)
Volume number (underlined or in italics) (comma if no issue is given)
Issue number (in parentheses) (only needed if issues are individually paginated) (comma)
Page numbers or indication of length (full stop)
Retrieved month day, year (comma)
Database name (if article found in a database) preceded by "from"
or **URL** (if article not from a database) preceded by "from"

WEB PAGES
List the following details, in order:
Author(s) of page (full stop)
Date of publication in parentheses (full stop)
Title of page underlined or in italics (full stop)
Retrieved month day, year (comma)
URL preceded by 'from'
e.g. Perry, R. (1997). Attention Deficit Hyperactivity Disorder (ADHD) Causes. Retrieved July 31, 2000, from
http://www.nyspsych.org/cybercol/sept97/perry.htm

WEB PAGES WITH NO AUTHOR
e.g. Salinity in Western Australia - an introduction. (1999). Retrieved January 25, 2000, from
http://www.agric.wa.gov.au/progserv/natural/trees/Salinity/salwa.htm

WEB PAGES WITH NO DATE
e.g. Strauss, S. (n.d.). Pilot fatigue. Retrieved July 31, 2000, from
http://www.ozemail.com.au/~dxw/Pilot_Fatigue.html

g. <u>A REFERENCE LIST</u>
Apart from noting the reference details within the text of your work, you must also include a Reference List at the end of the document. This alphabetically ordered list must appear under the heading References at the end of your work and include the information necessary to identify ALL sources of information referred to in the text of your work.

h. <u>BIBLIOGRAPHY</u>
This alphabetically ordered list appears at the end of your work and includes full reference to all material used for background reading.