



PRINCETON
INTERNATIONAL COLLEGE
RTO No: 46193 CRICOS No: 04250E



STUDENT HANDBOOK

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WELCOME



Letter from the CEO

Welcome to Princeton International College. We are very excited to have you onboard with us and embark on this journey that will hopefully stimulate the academic curiosity in you. In line with our vision for the college, we are passionate in creating an inclusive and diverse environment for our International students. As part of our unwavering commitment to student experience, we are always making sure that the student who comes to study with us is on the forefront of every strategic and operational decision taken by the College management and staff. Fewer things make us happier than to see our alumni succeed in their professional careers and that is our biggest motivation to run a successful college catering to international students who have decided to come to our shores to study.

Melbourne as a city has a lot to offer and we look forward to having you in our establishment so you can enjoy this beautiful city while studying a course of your choice and advancing in your respective professional careers. On behalf of the management and staff, we thank you for choosing Princeton International College as your preferred destination to study and will leave no stone unturned in making it a positive experience for you.

Best Wishes for your academic journey.

Warm regards,

Udai Mahendru
CEO
Princeton International College

IMPORTANT NOTE

All prospective students are advised to go through this booklet prior to making an informed decision regarding their enrollment at Princeton International College.

This information book and enrollment form is available on Princeton International College website.

Students will be provided with an orientation session, detailing the College facilities including policies and procedures of Princeton International College, services upon arrival and will be given a copy of this information book.

Thank you for choosing Princeton International College as your place of study. We hope this student Information will be helpful and informative to you.

OUR MISSION

Princeton International College is a comprehensive, learner-centered institution that constantly strives to become the standard of excellence for fostering intellect, creativity and character in an active, student learning community.

Our mission is to offer quality education to students who have chosen Australia as their destination country for studying. We are passionate about creating an inclusive and diverse environment for international students where they thrive in learning courses that will further their career.

Our Core Values

QUALITY

We advance quality standards through faculty, academic offerings and support services provided to students. This is evidenced in institutional practices, learning and administrative outcomes.

DIVERSITY

We embrace diversity in its curriculum, activities, student population and staff.

LEARNER-CENTERED

We maintain a strong commitment to all learners and their emerging needs, by fulfilling the academic and cultural needs of the region.

INCLUSIVENESS

We promote a caring environment that is rooted in a participative governance structure. Mutual respect and trust are evidenced in collaborative work teams which cross over divisions, departments and programs.

FACILITIES & EQUIPMENT



INTEGRITY

All policies and procedures of the college represent fair, responsible, ethical practices and behaviors to ensure standards of excellence.



GROWTH

The college continuously strives to expand accessibility to the institution by increasing enrolment and enhancing educational offerings, campus facilities and fiscal & human resources.



INNOVATION

The college promotes creative actions that result in the expedient development of educational programs and workforce solutions for the communities we serve.



ACCOUNTABILITY

The college is accountable for strategies and actions that produce measurable outcomes. Data-driven decision making is a standard in the planning process, with special emphasis on strategies that result in enhanced effectiveness.

- ✓ Students have internet access.
- ✓ MS Office, Excel, Word and PowerPoint for assignments and presentations in the class.
- ✓ Printer is available to the student for printing.
- ✓ Data projectors are used to enhance the quality of Training.
- ✓ Access to student lounge.
- ✓ Climate control premises.
- ✓ Friendly, approachable & qualified staff.
- ✓ Colorful, vibrant and multicultural environment.

INFORMATION FOR STUDENTS

AUSTRALIA

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

AUSTRALIA WELCOMES OVERSEAS STUDENTS

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to Australia's research capability.
- Develop cultural, educational & economic links between
Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.



DID YOU KNOW?

Victoria is considered as the education state of Australia.

LIVING IN AUSTRALIA

ENTERTAINMENT

The Campuses offer surroundings suitable for social, shopping and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

TRAVEL

During term breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty - national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness

HEALTH CARE

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to doctors, hospitals and other health care services.

People who pay extra into a private health insurance fund receive certain privileges when they use private health care services, as well as the usual services available in just about any Australian suburb or town. Most Australian institutions also provide special health care services and advice for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

TRANSPORT

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, trams, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at news agencies.

Tourist students may drive in Australia on a valid overseas driver's licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself. Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centers or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. Taxi drivers do not have to be tipped.

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning). To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help, as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

FOOD

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the 'FOOD' that you are used to at home. You can sample almost every type of cuisine available throughout the world in restaurants. There are elegant restaurants or typical Aussie pubs.

Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaways, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'

TELEPHONES

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$AUD5, \$AUD10, \$AUD20 and \$AUD50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

MELBOURNE

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River, around Port Phillip Bay with its beautiful beaches and water sports facilities.

Melbourne is a world-renowned cultural, artistic, financial and communication centre served by an international airport, passenger seaport and rail links to neighbouring States.

Melbourne, ranked as the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes.

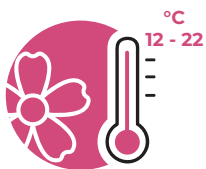
Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city. The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay. The city centre features world class department stores, historical, architecture, theatres, galleries and arts centres. Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

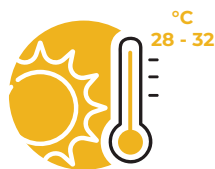
The city and surrounding suburbs are well-served by a public transport network of buses, trains and trams. A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

CLIMATE

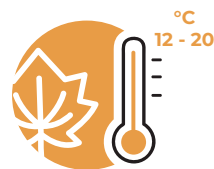
Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year. Here is a guide to the average daily temperatures.



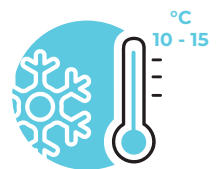
SPRING
Sep-Nov



SUMMER
Dec-Feb



AUTUMN
Mar-May



WINTER
Jun-Aug

INTERNATIONAL SPORTINGS EVENTS

- ◆ Spring Racing Carnival (Melbourne Cup)
- ◆ Australian Open (Grand Slam tennis)
- ◆ Grand Prix Motor Racing
- ◆ World Series and Test cricket
- ◆ Bells Beach Surf Classic

Contact Information

Princeton International College Main Contact Details

Suite 1, Level 12, 190 Queen Street, Melbourne, (VIC), Australia-3000
Office hours – 9:30 AM – 5:00 PM (Monday– Friday)

CEO: 24hrs Emergency Contact

Udai Mahendru
udai@princeton.edu.au | 0452611084

Student Support Officer

P: 03 9191 1826, E: info@princeton.edu.au

Emergency Telephone Numbers

Police | Fire | Ambulance – Dial 000

Public Facilities: ATM's

Commonwealth Bank ATM 385 Bourke Street, Melbourne VIC 3000
NAB Bank ATM ,NAB Place, 395 Bourke Street, Melbourne VIC 3000

Post Offices

Shop 8 271 Collins Street, Melbourne, VIC 3000

Department of Home Affairs (DHA)

Dial 131 881
808 Bourke St, Docklands VIC 3008
(Entry via a pre-arranged appointment only)

Local Medical Centers

City Medical GP And Vaccination Clinic
Ground/200 Queen Street, Melbourne VIC 3000
Melbourne City Medical Centre
68 Lonsdale St, Melbourne VIC 3000

Transport:

All the information regarding local transport can be accessed at
<https://www.ptv.vic.gov.au/>



EDUCATION AGENTS

Princeton International College uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site: <http://www.princeton.edu.au>

SELECTION AND ENROLMENT

Princeton International College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. Students can apply online or download the enrolment form from Princeton International College's website. Prospective students can also visit the registered agents of Princeton International College and or Princeton International College head office to get a hard copy of the form.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, signed and filled form can be sent to princeton.edu.au for processing along with a non-refundable enrolment fee of \$250. You will be contacted within 10 business days to let you know the status of your enrolment and to confirm your details.

As part of the entry requirements, you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.



CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Princeton International College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed. There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Creditor RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Princeton International College will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognized training can be formally recognised.

Princeton International College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you.

Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning. These charges are mentioned in course outline and Written agreement you sign with Princeton International College

For more information about submitting an application for RPL, contact Princeton International College's admin team.



VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Princeton International College and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.



VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) that you must:

- ◆ Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- ◆ Only work if you have been given permission to do so as part of your visa grant.
- ◆ Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- ◆ Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- ◆ Complete the course within the duration specified in the CoE.
- ◆ If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- ◆ Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- ◆ Valid passport including a valid student visa
- ◆ Your Confirmation of Enrolment (CoE)
- ◆ Insurance policies
- ◆ Original or certified copies of documents such as your birth certificate, medical records
- ◆ and educational qualifications as advised by Princeton International College at the time of confirmation of enrolment.

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

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane.

If customs officers decide that the item you are bringing in is not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

At the Airport Australian Immigration

When you arrive into any Australian airport, you must present to Australian Immigration your passport, passenger card (usually given to you on the flight before landing) and student visa evidence. When you have completed the entry stamping, you will then move to baggage claim to retrieve your checked-in bags (luggage).

Australian Customs and Quarantine

Australia is one of the countries that has strict quarantine laws and tough on-the-spot fines. Every piece of luggage could be screened, and it is mandatory to declare certain goods that you may be carrying. If you fail to declare or dispose of any quarantine items, or make a false declaration, in addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened. For more information about goods that are not allowed, please visit this website.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). The Department of Immigration and Border Patrol (DIBP) could use quarantine detector dogs to check through baggage for food, plant material or animal products.

Documents

You should prepare a folder with your official documents to carry with you to Australia, including:

- ◆ Valid passport with student visa copy
- ◆ Offer letter from Acknowledge Education
- ◆ Confirmation of Enrolment (eCOE) issued by Acknowledge Education
- ◆ OSHC (Overseas Student Health Cover) policy
- ◆ Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- ◆ Original or certified copies of your academic transcripts and qualifications
- ◆ Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- ◆ Medical records and/or prescriptions.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<https://flatmates.com.au/>

<https://iglu.com.au/melbourne/>

There are a range of long-term accommodation options for international students:

Private Rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share House

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or House Stay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants rights.

<https://www.consumer.vic.gov.au/internationalstudents>

<https://www.consumer.vic.gov.au/housing/renting>



BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following:

Typical childcare costs in Melbourne are as follows:

- ◆ Centre-based childcare AUD\$120 to AUD\$140 per day
- ◆ Family Day care AUD \$10 to AUD\$12 per hour
- ◆ Nannies AUD\$30 to AUD\$35 per hour
- ◆ Au pairs (living in your home) AUD\$480 to AUD\$520 per week

Find out more at: <https://www.vic.gov.au/costs-child-care>

The approximate school fees range for international students who wish to study in Australian schools for primary and secondary education is:

- ◆ Preschool: \$4,200
- ◆ Primary school (Years K-6): \$11,100
- ◆ High school (Years 7-10): \$14,500
- ◆ College (Years 11-12): \$16,200

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name, address, and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Medical Assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centers. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking.

For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical Center.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

Australian Health Management OSHC

www.ahmoshc.com



BUPA Australia

www.overseasstudenthealth.com

Medibank Private

www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

OSHC Worldcare

www.oshcworldcare.com.au

NIB OSHC

www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- ◆ Extra OSHC provided by some OSHC providers;
- ◆ International travel insurance; or
- ◆ General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

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 don't have to rely on such work to meet all their expenses.

Students 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.

The following web site includes information about average living costs in Australia:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia.

You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at <https://moneysmart.gov.au/>





WORKING IN AUSTRALIA

Most student visa holders can work up to 48 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work.

Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyaustralia.gov.au/en/work-in-australia>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at:

www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

All Australian major town centers and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week. Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

INTERNATIONAL STUDENTS UNDER 18

Princeton International College **does not** enroll the students under the age of 18.



COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.

- ◆ Legal, emergency and health services
- ◆ Safety and awareness relevant to life in Australia
- ◆ Information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents.
- ◆ Facilities and resources
- ◆ Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- ◆ Any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- ◆ Be treated fairly and with respect by all students and staff.
- ◆ Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
- ◆ Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- ◆ Have their personal details and records kept private and secure according to our Privacy Policy.
- ◆ Access the information Princeton International College holds about them.
- ◆ Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- ◆ Make appeals about procedural and assessment decisions.
- ◆ Receive training, assessment and support services that meet their individual needs.
- ◆ Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- ◆ Access the support they need to effectively participate in their training program.
- ◆ Provide feedback to Princeton International College on the client services, training, assessment, and support services they receive.



- ◆ Be informed of any changes to agreed services, and how they affect them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with Princeton International College are expected to:

- ◆ Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- ◆ Not harass, victimise, discriminate against, or disrupt others.
- ◆ Treat all others and their property with respect.
- ◆ Respect the opinions and backgrounds of others.
- ◆ Follow all safety policies and procedures as directed by staff.
- ◆ Report any perceived safety risks as they become known.
- ◆ Not bring into it any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- ◆ Notify us if any of their personal or contact details change.
- ◆ Provide relevant and accurate information to Princeton International College in a timely manner.
- ◆ Approach their course with due personal commitment and integrity.
- ◆ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- ◆ Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.
- ◆ Make regular contact with their Trainer/Assessor.
- ◆ Prepare appropriately for all assessment tasks, visits, and training sessions.
- ◆ Notify Princeton International College if any difficulties arise as part of their involvement in the program.
- ◆ Notify Princeton International College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ◆ Make payments for their training within agreed timeframes, where relevant.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Princeton International College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Generally, our courses may involve classes, simulated workplace components, homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- ◆ Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- ◆ Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you, and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessments outcomes

Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions.

Written and theoretical tasks will be assessed within 2 weeks of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.

Students have up to two free attempts per assessment task where they have submitted the assessment for the task before the due date. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.

Where a student exhausts their two free re-assessment attempts or did not submit the assessment, the student will be required to pay the re-assessment fees (\$300/per unit) and be given the opportunity to resubmit/re-attempt the task. There will be only one paid reassessment attempt and if the student is unsuccessful, they will be required to re-enroll in the unit or module. Students will receive detailed feedback for each task either in written or verbal form from their assessor.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness, or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- ◆ Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- ◆ Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- ◆ Making changes to the assessment arrangements e.g. more time allowed for assessments.
- ◆ Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Princeton International College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- ◆ One to one support from our trainers/assessors including providing you with their phone and email contact details
- ◆ Classes to assist with study skills.
- ◆ Study groups where you can work with your fellow students.
- ◆ Referral to relevant external services.
- ◆ Specialist support services for students with a disability.
- ◆ Personal counselling

Contact your trainer or Admin staff to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. Princeton International College does not charge for such referrals to the provider.

Please contact the Student Support Officer at below details to enquire about welfare services we can offer:

Contact: 03 9191 1826

Email: info@princeton.edu.au

The CEO is available 24 hours in case of emergency at 0452611084

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Princeton International College provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full-time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Reading and Writing Hotline	1300 655 506	http://www.literacyline.edu.au/index.html	National	Literacy support	Advice and referral to one of 1200 providers of courses in adult literacy and numeracy
Lifeline	13 11 14	https://www.lifeline.org.au/	National	Counselling	Provide telephone counselling support and information about other reliable counselling and support services available
Reach Out	(03) 9894 1966	www.reachout.com.au	National	Counselling	ReachOut.com is an internet service for young people that provides information, support and resources about mental health issues and enable them to develop resilience, increase coping skills, and facilitate help-seeking behaviour
Healthdirect Australia	1800 022 222	https://www.healthdirect.gov.au/	National	Medical services	Symptom checks and information about medicines
MindSpot	1800 614 434	https://mindspot.org.au/	National	Counselling	Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.
My Future	N/A	https://www.myfuture.edu.au	National	Career advisory	Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:
Rape & Domestic Violence Services Australia	1800 737 732 (1800 RESPECT)	https://www.1800respect.org.au/	National	Counselling	A range of support services are available for people who have experienced sexual assault, domestic or family violence.
Tenants Union of Victoria	(03) 9416 2577	www.tuv.org.au	VIC	Legal support	Tenants Victoria (formerly Tenants Union of Victoria) promotes and protects the rights of tenants and residents in most types of rented homes across Victoria, Australia. We inform, educate and assist individuals to use their tenancy rights. We also push for better laws, policies and practices to improve conditions for all renters.
City of Melbourne Multicultural Services	(03) 9658 9658	http://www.melbourne.vic.gov.au/community/health-supportservices/multicultural-services/Pages/multicultural-services.aspx	VIC	Settlement support	Melbourne City (council) website with information relating to translation services, multicultural Hub, Multicultural communities and specific information for International students.
Study Melbourne Student Centre	1800 056 449	https://www.studymelbourne.vic.gov.au/about-study-melbourne/programs-and-services/study-melbourne-student-centre	VIC	Career advisory	Study Melbourne is a Victorian Government initiative providing support and information to this community of international students. Year-round program of free events.

Legal Aid Victoria	1800 677 402	http://www.legalaid.vic.gov.au	VIC	Legal support	Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.
Disability Rights Victoria	1800 462 480	https://www.humanrightscommision.vic.gov.au/human-rights/disability-rights	VIC	Settlement support	Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.
Alcoholics Anonymous	1300 222 222	aa.org.au	VIC	Alcoholism	Offer resources for individuals seeking help with alcohol addiction or for those who want to learn more about the organization.
RENT/Lease/Buy		www.gumtree.com.au www.domain.com.au www.Realestate.com.au	VIC	Accommodation	Help in getting houses or accommodation on lease/rent
Asthma Australia	1800 278 462	asthma.org.au	VIC	Asthmatic ailments	Give support and plan to asthmatic patients
Abortion Grief Australia	1300 139 313	abortiongrief.asn.au	VIC	Abortion and Grief	They provide helpline to all aborting women
Crime Stoppers Victoria	1800 333 000	crimestoppers.com.au	VIC	Crime Stoppers	Crime Stoppers is the nation's most trusted information receiving service for people wanting to share what they know about unsolved crimes and suspicious activity without saying who they are.
Beyond Blue	1800 333 000	www.beyondblue.org.au	VIC	Depression or Mental health	Get support on all mental Health
Department of Home affairs	131 881	www.homeaffairs.gov.au		Visa	Any type of Visas and immigration help
Drug addiction: Narcotics Anonymous	1300 652 820	www.na.org.au	VIC	Drug addiction	Help giving support to People who gets addicted with drugs
eczema association australasia	1300 300 182	www.eczema.org.au	VIC	Eczema	The Eczema Association of Australasia Inc supports and educates Eczema sufferers and carers, along with the wider community, in all aspects of Eczema and its impact.
Epilepsy Action Australia	03 9856 7090	www.epilepsy.org.au	VIC	Epilepsy	Our highly skilled Nurse Educators and Service Consultants assist you to adjust to a life with epilepsy.
Health Direct	1800 022 222	www.healthdirect.gov.au	National	Hepatitis C	They are providing quality, approved health information and advice

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Princeton International College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Princeton International College uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the PRINCETON INTERNATIONAL COLLEGE authorized staff will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Princeton International College decision to report you to DHA. However, an appeal will only be considered if Princeton International College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- ◆ Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- ◆ Bereavement of close family members such as parents or grandparents
- ◆ Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- ◆ A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- ◆ Where Princeton International College is unable to offer a pre-requisite unit.
- ◆ Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

CHANGE IN VISA STATUS

Deferment, suspension, or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, PRINCETON INTERNATIONAL COLLEGE will notify the DESE via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.



Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Princeton International College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Princeton International College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Princeton International College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes, so we are always striving to do better. All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Princeton International College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Course coordinator using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:

- ◆ Making copies of the records held in a file
- ◆ Providing a time for you to review your file

Amendment to records

If a student considers the information that Princeton International College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING CHANGES

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Princeton International College will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.



LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

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 2018.

For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.education.gov.au/esos-framework>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Princeton International College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Princeton International College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- ◆ Immediately report hazards to your trainer/assessor.
- ◆ Seek assistance from a member of staff if you become ill or injured on campus.
- ◆ Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- ◆ Complete an incident report as required.
- ◆ Ensure you are familiar with Princeton International College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- ◆ Do not leave bags or personal belongings lying around where someone else could trip over them.
- ◆ Do not smoke or drink alcohol on the premises.
- ◆ Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

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

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

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

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

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

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

Equal opportunity

The principles and practices adopted by Princeton International College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Princeton International College

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.



Princeton International College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

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

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

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

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

For students and training organisations, the main benefits of the USI are:

- ◆ Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- ◆ There will be immediate access to VET records. This means they can be quickly given to employers, other training organizations etc as proof of VET achievements.
- ◆ It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to:

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

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) calendar days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) calendar days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested. Princeton International College reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Princeton International College is not permitted to do so by law. Princeton International College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

PRIVACY POLICY

In collecting your personal information Princeton International College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and the relevant state privacy legislation.

This means that we will:

- ◆ Inform you of the purpose for which the information is collected.
- ◆ Only use the personal information that you provide to us in relation to your study with us.
- ◆ Ensure your personal information is securely handled and stored.
- ◆ We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- ◆ We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;

- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at Princeton International College website and also can be requested from Princeton International College staff and at the office.

FEES, CHARGES AND REFUNDS

This policy applies to all Princeton International College VET students and staff who deal with all matters concerning VET.

This policy supports the ESOS National Code 2018 Standard 3. This policy also supports the Standards for RTO 2015 - Standard 5 Clause 5.3, that states:

"Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- ◆ all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- ◆ the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- ◆ the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services."

and Standard 7 Clause 7.3 that states:

"Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6."

Fee protection requirements as in Schedule 6: (Ref: <https://www.legislation.gov.au/Details/F2019C00503>)

"The RTO addresses learner fee protection by implementing one or more of the following arrangements:

1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where:
 - the guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold Oprepaid fee amount for each learner for services to be provided by the RTO to those learners, and
 - all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.
2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the learner has prepaid, must ensure:
 - the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled, and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner or
 - if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
3. Any other fee protection measure approved by the VET Regulator."

The Standard 7 Clause 7.3 explains:

"RTOs registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must satisfy both the requirements of this clause and of the Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000 (ESOS Act). The TPS requires that not more than 50 per cent of the fees for an overseas student be prepaid unless the student chooses to pay more. This applies even if 50 per cent of the course fees would be less than the threshold prepaid fee amount of \$1500."

Tuition Protection Service

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Institute is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.



The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education complete their studies in another course or with another education provider or receive a refund of their unspent course fees. Students and their sponsors can choose to pay more than 50 per cent of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favourable exchange rates or have the convenience of only paying once.

Further information on the Tuition Protection Service can be accessed at:

[International students - Department of Education, Australian Government](#)

Princeton International College does not require international students to pay more than 50% of the course fee up front where the course is 25 weeks or more in duration, however, may require it for courses that are shorter than 25 weeks. Students and their sponsors may choose to pay more than 50% of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favourable exchange rates or have the convenience of only paying once.

In addition to the protection offered by TPS, Princeton International College further protects the tuition fees that are paid in advance by international students. Funds will be held in a separate bank account that can only be drawn down when the student commences. This prepaid tuition fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

FEES

Written agreements between Princeton International College and students sets out the services to be provided, fees payable and information in relation to refunds of tuition fees. Princeton International College provides an itemised list of tuition fees payable by the student and information in relation to refunds of tuition fees in the Letter of Offer and Acceptance Agreement – International Student.

Princeton International College include in the written agreement the following information in relation to refunds of tuition fees in the case of student and provider default:

- A. amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of the
- B. registered provider);
- C. processes for claiming a refund;
- D. a plain English explanation of what happens in the event of a course not being delivered; and
- E. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

Princeton International College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

Fees may include Tuition fee, which is fees directly related to provision of a course; non-refundable Registration fee & Administration fee, Material fee for books/materials, Health Cover (for international students), and any other charges such as re-issuance of qualification certificates / statements of attainment.

Tuition fees are fees directly related to provision of a course. Tuition fees do not include the Overseas Student Health Cover (OSHC), Registration Fee & Administration Fee, books and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork or excursions). All relevant fees are clearly mentioned in the Application Form – International Student and Letter of Offer and written Agreement – International Student.

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Where a student chooses to pay more than 50% fee or \$1500 upfront as Initial Deposit, the remaining amount will be collected according to an agreed payment schedule detailed in the Written Agreement.

Collection of Fees after enrolment:

Student must pay their fees as per the written agreement signed by them at the time of their enrolment.

Fees Collection Process:

At Princeton International College, all students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.

▫ *Reminder Letter and SMS*

In case the student instalment falls on a particular month, a friendly SMS reminder along with the Notification Letter (Reminder to Pay) is sent to all students in the first week of that month to give the students ample time to arrange their funds.



• Intention to cancel Enrolment

In case the student's fees remain unpaid, "Intention to cancel Enrolment" letter is sent to the student on the 18th of the month. The student gets 20 working days to appeal against the decision from the date of letter and pay the full dues along with the \$75 late fine.

If the student chooses not to appeal against the decision than the student enrolment will be cancelled after the end of appeal period.

However, in case student appeals against the decision, the cancellation will be kept on hold and the student's appeal will be assessed in line with "Complaints and Appeal policy. Please refer to the 'Complaints & Appeal policy & procedures' for further details.

REFUNDS

01. All refund requests for visa refusal or withdrawal must be made in writing by emailing a completed Princeton International College Refund Application Form to info@princeton.edu.au. The Refund Application Form is available to download on the Princeton International College website. The student must attach any evidence or documentation relevant to the refund application.
02. All approved claims for refund are paid to the student or a person authorised by the student within four weeks of receiving the written claim. Please note the refund application form is only valid after the COE has been cancelled even when the refund application form has been submitted along with the cancellation form. Thus, the four weeks will be counted from the date of cancellation in case the refund application form and the cancellation form are submitted together the cancellation form. Thus, the four weeks will be counted from the date of cancellation in case the refund application form and the cancellation form are submitted together.
03. It is students' responsibility to apply for a refund if applicable.
04. In case of a refund due to the Institute default on the agreement, refunds will be made within 14 days of the default date.
05. The Accounts Officer processes refunds and the Admin/ Accounts Manager must approve student refunds.
06. If a student is dissatisfied with Princeton International College's decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure. The availability of complaint and appeal processes does not remove the right of the student to act under Australia's consumer protection laws.
07. Details of refunds provided are maintained in electronic individual student folders and refund register.

Fees and Refund arrangements for International students

Fee schedule

Course fee	As per course offer and written agreements
Registration fee	As per course offer and written agreements
Administration fee	As per course offer and written agreements
Materials fee	As per course offer and written agreements
Recognition of Prior Learning fee	\$600 per unit
Credit transfer fee	No charge
Repeat unit fee	As per course offer and written agreements
Assessment resit fee (2 attempts) ¹	No charge
Re-assessment fee (after 2 attempts)	As per course offer and written agreements
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Outsourced- contact College for details
Airport meeting	Outsourced- contact College for details
OSHC (Overseas Student Health Cover)	Outsourced- contact College for details



- ◆ Reassessment will only be offered to the students who have submitted their assessments but failed to achieve the satisfactory outcome and are marked NYC.
- ◆ Students are entitled to 3 assessment attempts for each assessment task where they have been marked NYC on submission of their assessment tasks. First 2 attempts will be free, and 3rd will be charged as per the offer letter and written agreements. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. Any NYC marked due to being absent will not be eligible for this entitlement. More details are in the student prospectus/relevant policy procedure which is available by sending your request to: info@princeton.edu.au

Refund arrangements.

If a visa is refused by the Australian Government 5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid. Remaining deposit will be refunded back. Please note Registration fee and Administration fee won't be refunded. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College and attach this evidence to a completed refund application form which is available from the College and can be sent by post or email. The refund application must be used to apply for refunds and must be addressed to the Admin/Accounts Manager of the College.

If the Institute defaults on delivery of qualifications

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided. In the case of provider default there is no requirement for a student to lodge a refund application form as the Institute will initiate payment of the refund.

If a student defaults on their written agreement

The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the Institute.

If students want to withdraw from their course after fees have been paid, then refunds will be made in accordance with the written agreement that the student signs with the Institute.

If the student fails to follow the agreement or breaches Princeton International College Policy & procedures, the appropriate action will be taken in line with the relevant College's policy & procedures. No refund will be granted to the student in that case.

Scholarship, promotional fees or discount to any course is provided to the student with an intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, the reduced fees will be added back and the refund amount will be calculated as per the listed course fees on Website, Handbook or <https://cricos.education.gov.au/>

Please also note that in case a student is cancelled on Non-Payment, Unsatisfactory Course Progress or Unsatisfactory Attendance, the student may be enrolled in the college on the discretion of CEO. However, re-registration fees and administration fees in addition to the overdue tuition fees will apply. Student may be eligible for credit transfer.

Cooling off period

Princeton International College provides applicants a 7-day cooling off period. This means that if a student accepts an offer of a place and pays Princeton International College relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$250 Registration fee) will be provided. Students must notify Princeton International College in writing within 7 days of paying Princeton International College any fees.

Refund conditions for Student defaults

Reason for asking Refund	Refund protocols in place
Withdrawal from the student <u>before</u> the course commencement	Full refund of the tuition fees paid to the college as initial deposit. No refund of the registration, administration of any other non-tuition fees.
Withdrawal from the student <u>after</u> the course commencement	Refund will be calculated as per refund amount calculator#. No refund of the registration, administration of any other non-tuition fees
Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next course (If the residency status has changed after the start of the current course).
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund
OSHC Refund Policy (Calculation of refund will be done as per the provider policy)	If Princeton International College has organized the OSHC, we will refund the OSHC directly to the student under following conditions: <ul style="list-style-type: none"> • Calculation of refund will be done as per the provider policy
Withdrawal from the student <u>after</u> the course commencement	Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)



Other Refund Conditions

Reason for asking Refund	Refund protocols in place
Visa refused prior to commencement, Visa extension refused, or Visa cancelled due to actions of the student (off-shore & on-shore students)	Student must apply for cancellation of the course/s prior to the commencement and submit visa refusal letter: 5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid against the application processing fees. Remaining tuition fees will be refunded back. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded. In case, Student apply for cancellation of the course/s after the commencement and submit visa refusal letter: If student applies for cancellation after the course commencement, then refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees paid.
Visa extension refused/ Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator#. No refund of the registration, administration of any other non tuition fees
College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees
Course withdrawn by the College after commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in count)

#Refund Calculator:

#Refund Calculator (ESOS Calculation of refund specifications)- In following refund circumstances, this calculator may apply:
 For subsection 47E (2) of the Act, the amount of a refund is calculated as follows:
 refund amount = weekly tuition fee × weeks in default period
 Source: <https://www.legislation.gov.au/Details/F2014L00907>

Definition:

Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course 7
Weeks in default period	Number of calendar days from the default day to the end of the period to which the payment relates 7
Refund amount	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non-Tuition fees except Registration fee and Administration fee

Please note:

Where the student breaches Princeton International College 's Policies and Procedures no refund is payable.

Appeals:

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome.

Student has the right to appeal against the decision and should refer to 'Princeton International College Complaints and Appeals Policy & Procedures' available on our website or can be taken from the college reception for the information on lodging an appeal against a decision.

Statement of Attainment:

You are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation, or transfer, prior to completing the qualification, provided you have paid in full for the tuition related to the Units of Competency to be shown on the Statement of Attainment.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the Institute will sign once an application has been received, accepted by the Institute and an offer made to the student. There is no obligation on the student, or the Institute until the Written Agreement is signed by all parties, funds have been cleared by the Institute bank and an official receipt is issued by the Institute.

The written Agreement and the availability of complaints and appeals processes does not remove the right of the student to act under Australia's consumer protection laws.

COMPLAINTS AND APPEALS POLICY

1.0 Policy

This policy/procedure addresses RTO 2015 standards- standard 6 and in accordance with the National Code of Practice for Registration Authorities and Providers of Education to Overseas Students 2018-standard 10, all students in possession of an Overseas Student Visa must have access to a complaints and appeals process. The resolution of international students' complaints and appeals is vital to the wellbeing and success of students. The intention of this policy is to describe procedures for the effective and early resolution of disputes and supports Princeton International College to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Princeton Education Group Pty Ltd T/A Princeton International College will be viewed as an opportunity for improvement. The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- ◆ the RTO, its trainers, assessors, or other staff
- ◆ a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or
- ◆ a learner of the RTO

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third-party providing services on the RTO's behalf.

1.1. Responsibility

The Admin Manager is responsible for the implementation of this procedure and ensuring that staff and students are made aware of its application.

1.2. Requirements

- ◆ Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.
- ◆ The procedure will be implemented at no cost to the student.
- ◆ The complaint or appeal will be acknowledged in writing within 3 working days of receipt.
- ◆ The procedure will commence within 5 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.





- ◆ All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enroll.
- ◆ Complaints and appeals will be finalised as soon as practicable or within 30 calendar days.
- ◆ Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, PIC will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- ◆ All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- ◆ Students will be provided with details of external authorities they may approach, if required
- ◆ At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- ◆ Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise. A complaint may be in relation to another student, RTO staff, RTO management or any matter in relation to studying at Princeton International College or a third-party delivering services on Princeton International College's behalf (if relevant). An appeal may be in relation to any decision made by Princeton International College that impacts the student.
- ◆ For internal complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- ◆ The following matters must be lodged as a formal internal appeals within 20 working days of notification of an intention to report the student to DESE in order to be considered by the college.
 - Deferral of commencement, suspension or cancelling a student enrolment
 - Non achievement of satisfactory course progress
- ◆ A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal are in progress and the outcome has not been determined except in cases where the provider is intending to defer or suspend a student's enrolment due to misbehavior or to cancel the student's enrolment. (See the next requirement)
- ◆ In cases where the provider is intending to defer or suspend a student's enrolment due to misbehavior or to cancel the student's enrolment the provider only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DESE through PRISMS (<https://prisms.education.gov.au/Logon/Logon.aspx>) of the change to the student's enrolment unless extenuating circumstances relating to a student's welfare apply.
- ◆ Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family, or personal matters, moving back to the home country (with confirmed one-way tickets only) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees can be issued. This decision to assess the extenuating circumstances is on the discretion the CEO and shall be assessed on a case-by-case situation.

- ◆ The college will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute by involving Mediation agency which is **Resolution Institute's Student Mediation Scheme**.
- ◆ For all external reviews, Princeton International College will refer the students to Resolution Institute for external dispute resolution. Resolution Institute offers a referral service to a mediator, whereby. Resolution Institute will facilitate mediation and manage the process. Students will not incur costs in accessing the Student Mediation Scheme. Princeton International College will incur the costs in this process.
- ◆ Princeton International College is a member of Resolution Institute as a Student Mediation Scheme member availing the following services from Resolution Institute:
 - Appointment of a mediator.
 - Arranging a mutually convenient date and location for any preliminary conference and the mediation;
 - Arranging the mediation venue and any teleconference for the preliminary conference, if applicable;
 - Notifying the parties and the mediator of the arrangements;
 - Providing each of the parties and the mediator with the documentation necessary to conduct the mediation.
 Please note, Resolution Institute's mediation services under the Resolution Institute Student Mediation Scheme can only be utilised when the provider's internal appeals processes have been exhausted as per requirements under Standard 10 of the National Code 2018.
 For more information, please refer to:
<http://www.resolution.institute/membership-information/student-mediation-scheme>
- ◆ Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
 - Contact a solicitor; or- Contact the Law Institute of Victoria, Level 13/140 William St, Melbourne VIC 3000, telephone 03 9607 9311
 - for a referral to a solicitor.

2.0 Procedure

The complaints and appeals policy and procedure and applicable form are made available to all students and potential students by directly contacting Princeton Education Group Pty Ltd T/A Princeton International College, through the Princeton International College website, and within the pre-enrolment resources.

2.1 Informal Complaints

- ◆ Any student with an issue, question or complaint may raise the matter with staff of PIC and attempt an informal resolution of the question or complaint.
- ◆ Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following Institute staff members who are responsible to try and resolve the issue, question, or complaint with the student:
 - Trainer
 - Training Manager/ Course Coordinator
 - Admin Manager
 - Student Support Officer
- ◆ If there is any matter arising from a student informal complaint that is a systemic issue which requires improvement action this will be reported by the staff member, in writing (via email) to the CEO to the college Management Group meeting so the matter can be recorded in the PIC Complaints Register and be used as part of the continuous improvement activities of the college.
- ◆ The Student Support Officer will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of the investigation and offer a solution if appropriate.
- ◆ Students who are not satisfied with the outcome of their discussion of the issue, question or complaint are encouraged to register a formal complaint.

2.2 Formal Complaint

Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time by.

- ◆ Obtaining a copy of the student complaint form, which can be requested from the reception desk or the Student Support Officer.
- ◆ Completing the Student complaint form
- ◆ Lodging the Student complaint form with the Student Support Officer
- ◆ Students having difficulty completing the student complaint form should ask a trainer/assessor to assist them.
- ◆ Once the Student complaint form is lodged with the Student Support Officer it will be dealt with as described in the formal complaint process below.

Once completed, the complaint form is to be lodged with the Student Support Officer who will arrange for the complaint to be entered in the PIC complaint register and meet with the student to discuss the complaint with the student. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 3 working days of Princeton International College receiving the formal complaint form.

During the formal complaint process:

- ◆ Students will have an opportunity to formally present their case to the Student Support Officer, in writing or in person at no cost to the student
- ◆ Students may be accompanied and assisted by a support person at any meetings involving the complaint.

Formal Complaint Process

- ◆ The formal complaint process will commence within 5 working days of the formal lodgment of the complaint or appeal and supporting information.
- ◆ Complaints and appeals will be finalised as soon as practicable or within 30 calendar days.
- ◆ Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, PIC will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- ◆ Formal complaints must be lodged using the student complaint form which can be found on the website or be requested from the reception desk, the Student Support Officer.
- ◆ Formal complaints must be recorded in the PIC Complaints Register.

Complaints can only be dealt with by the Student Support Officer or the Admin/Training Manager. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in a subsequent appeal hearing. The role of the Student Support Officer or the Admin/Training Manager is to:

- ◆ The formal complaint process will commence within 5 working days of the formal lodgment of the complaint or appeal and supporting information.
- ◆ Complaints and appeals will be finalised as soon as practicable or within 30 calendar days.
- ◆ Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, PIC will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- ◆ Provide the student, or the students representative, with an opportunity to present their complaint
- ◆ Ensure they fully understand the student's complaint
- ◆ Work with the student to identify how the complaint can be resolved to the satisfaction of the student
- ◆ Consult and negotiate with all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
- ◆ Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
- ◆ Arrange for the proposed resolution to be signed off by the student.
- ◆ Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- ◆ Ensure that the details of the complaint are recorded in the Institute Complaints Register and reported (via the Student Support Officers report) to the Institute Monthly Management Group meetings for continuous improvement purposes.
- ◆ Advise the student to take the complaint to appeal if a resolution cannot be agreed upon

Any complaint raised by a student that the Student Support Officer or Admin/Training Manager considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the PIC's CEO, or the most senior person available, and will trigger implementation of the critical incident procedure.

Complaints are to include the following information:

- Submission date of complaint
- Name of complainant.
- Nature of complaint.
- Date of the event which lead to the complaint
- Attachments (if applicable)
- ◆ Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the Admin Manager regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant.
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- ◆ A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- ◆ Once a decision has been reached the Admin Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision, Princeton International College must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.
- ◆ Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Admin Manager and on the student's file.

Formal Complaint Process – finalisation

At the end of the resolution phase the Student Support Officer or the Admin/Training Manager will report the Institute decision to the student. The Institute decision and reasons for the decision will be documented by the Student Support Officer and placed in the student's file. A copy of this document will be provided to the student.

Following the resolution phase the Institute will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

If there is any matter arising from a student formal complaint that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute. Students who are not satisfied with the outcome of the formal complaint are encouraged to appeal against the Institute decision.

Once the Student appeal form is lodged with the Student Support Officer it will be dealt with as described in the Internal Appeal Process below.

2.3 Appealing a Decision

All students have the right to appeal decisions made by Princeton International College where reasonable grounds can be established, within 20 working days of the conclusion/ decision made by the college. The areas in which a student may appeal a decision made by Princeton International College may include:

- Assessments conducted
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
 - Or any other conclusion / decision that is made after a complaint has been dealt with by Princeton International College in the first instance.
- ◆ To activate the appeals process, the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student to Student Support Officer.
 - ◆ Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:
The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating

Internal Appeal Process - purpose

Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to DESE via PRISMS and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student for the Institute to reconsider a decision made by the Institute.

Students who are not satisfied with the outcome of a formal complaint or wish to appeal a decision made by the Institute are encouraged to appeal against the Institute decision by:

- ◆ Obtaining a copy of the Student appeal form which can be found or be requested from the reception desk, the Student Support Officer
- ◆ Completing the Student appeal form
- ◆ Lodging the Student appeal form with the Student Support Officer

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.

A maximum time of 10 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Internal Appeal Process - general

Internal appeals (except assessment appeals) will be heard by a 3-person panel-CEO, the Admin/Training Manager, and the Student Support Officer

Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 3 working days of Princeton International College receiving the Complaints and appeals form.

No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.

The role of the Appeal Panel is to:

- ◆ Provide the student, or the students representative, with an opportunity to present their appeal to the Appeal Panel
- ◆ Ensure they fully understand the student's appeal
- ◆ Review the evidence and information provided by the student, or the students representative, and the Institute
- ◆ Make an independent decision, based on the evidence to either support the students appeal, and reverse the decision by the Institute that lead to the appeal or to support the Institute case and proceed with the original decision by the Institute.
- ◆ Arrange for the decision to be signed off by the student and the CEO (this is not an agreement by the student but to record that the decision has been transmitted to the student)
- ◆ Within 24 hours of making its decision the Appeal Panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

Internal Appeal Process – assessment

The student will not incur costs when accessing the internal appeals process unless they seek representation.

If a student feels they have been unfairly assessed or there are circumstances that impacted their performance, they may appeal an assessment decision.

Students should approach their assessor in this case outlining the reasons for their appeal.

If the assessor/trainer feels there are reasonable grounds for the appeal he/ she may decide to re-assess the student.

The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.

If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.

Complaints & Appeals forms are to be submitted to: The Student Support Officer or via e-mail to college email address

- ◆ If the appeal is in relation to the Admin Manager's decision another member of staff will deal with the process.
- ◆ The staff member reviews all the supporting documentation and discusses the situation with the assessor and student. A decision will be made after all the evidence has been considered.
- ◆ Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 3 working days of Princeton International College receiving the Complaints and appeals form. If the Admin Manager or other staff member handling the process decides that the students appeal be upheld the following will apply.
- ◆ The assessment in question will be marked by a different assessor and the outcome communicated to the student.
- ◆ The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- ◆ The student will be awarded the grade that gives them the most favourable outcome between the two submissions.
- ◆ If the students appeal is refused they will be sent written notification of the outcome within two working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process and how to do so.
- ◆ Students can only appeal an assessment decision once.
- ◆ If students are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- ◆ Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be covered by the student.

Internal Appeal Process – finalisation

The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Institute and placed in the student file. A copy of this document will be provided to the student.

Following the internal appeals phase the Institute will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint through the Institute continuous improvement process

If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO)

to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute.

There are no further avenues within the Institute for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:

- ◆ Obtaining a copy of the Student appeal form which can be found in or be requested from the reception desk, the Student Support Officer
- ◆ Completing the Student appeal form and selecting the External appeal option on the form.
- ◆ Lodging the Student appeal form with or the Student Support Officer

Once the Student Appeal Form is lodged with the Student Support Officer it will be dealt with as described in the External Appeal Process below.

2.4 Independent appeal process

Where the internal process has failed to resolve the complaint or appeal, the matter will be referred to an independent mediator.

For domestic students, all associated costs are to be met by the complainant/appellant unless it is PIC that made the decision to appoint the independent party.

The independent party recommended by PIC for cases involving domestic students is the Resolution Institute. However, another mediator of the student's choice can be appointed.

For international students, the external mediator is the Overseas Students Ombudsman (OSO). International students can access the OSO at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

During the mediation process, PIC will cooperate in full and commits to immediately implement the decision or recommendation made by the external mediator and/or take preventative or corrective action required by the decision or recommendation.

All actions taken will be communicated in writing to students.

2.5 Information about external bodies to whom complaints can be made:

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline:

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

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

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

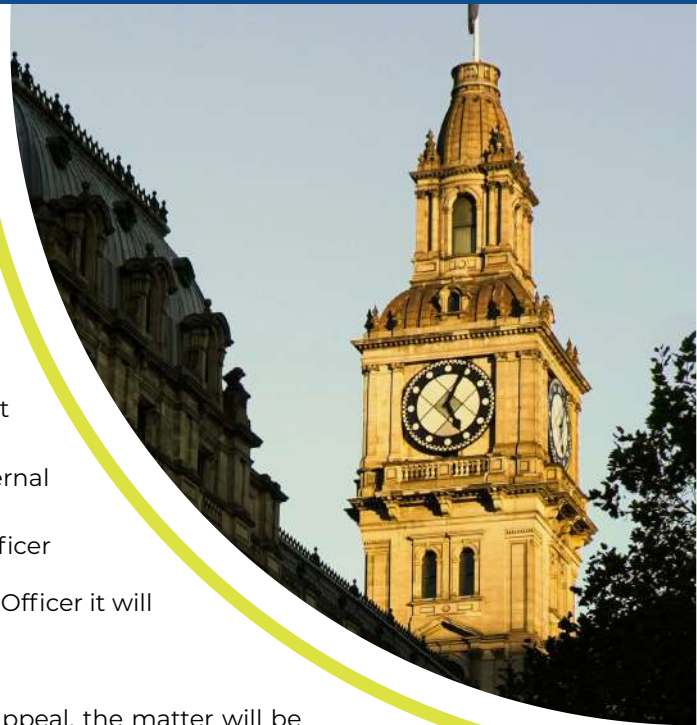
Complainants may also complain to the RTO's registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information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

The Overseas Student Ombudsman (OSO)

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

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

More information can be found at: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>



COURSE TRANSFER POLICY

All decisions made by Princeton International College with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

01. Transferring from another registered provider

Princeton International College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- ◆ The releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- ◆ The releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing his or her principal course at that registered provider;
- ◆ The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- ◆ Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

02. Transferring to another registered provider

- For Princeton International College students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:

- ◆ the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Princeton International College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances. These could include, but are not limited to:
 - ◆ serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - ◆ bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
 - ◆ major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
 - ◆ a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime (supported by police or psychologists' reports).
 - ◆ inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - ◆ where Princeton International College is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
 - ◆ Princeton International College fails to deliver the course as outlined in the student agreement.
 - ◆ there is evidence that the students' reasonable expectations about their current course are not being met.
 - ◆ there is evidence that the student was misled by Princeton International College or an education or migration agent regarding Princeton International College or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - ◆ an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

- A transfer to another course will not be granted where:

- ◆ The transfer may jeopardize the student's progression through a package of courses.
- ◆ The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- ◆ The student is at risk of not progressing or meeting attendance requirements, and has not engaged with PRINCETON INTERNATIONAL COLLEGE's intervention strategy There are no legitimate compassionate or compelling circumstances.

- In order for a request for transfer to be considered and a letter of release provided, students must provide:

- ◆ A complete, signed and dated Release Request Form and,
- ◆ A valid offer of enrolment from another registered provider.
- ◆ Evidence of compassionate/compelling circumstances if applicable

- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

- Where the decision is made to refuse a course transfer:

- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Princeton International College's Fees and Refunds Policy & Procedures.

01. Transferring to another course offered by Princeton International College

- ◆ Students may transfer to another course offered by Princeton International College in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- ◆ A transfer to another course within Princeton International College will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The course is the same or higher AQF level and the student is at risk of not meeting course progress and/or attendance requirements
 - The student has been issued with a notice of intention to cancel for any reason
- ◆ In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- ◆ The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- ◆ Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Princeton International College's Fees and Refunds Policy and Procedure.

02. Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact the Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA by phoning 131 881 or reviewing the following website <https://immi.homeaffairs.gov.au/>

03. Records

- ◆ All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.
- ◆ Release requests will also be recorded on the Deferral, Suspension and Cancellation Register and forwarded to the Admin Manager/CEO upon updating.

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Deferral and suspension of studies

- ◆ Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
 - major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime (supported by police or psychologists' reports).
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - where Princeton International College is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll.

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

- ◆ When determining whether compassionate or compelling circumstances exist, Princeton International College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- ◆ Princeton International College will inform all students that deferment or suspension of enrolment may affect his or her student visa.
- ◆ Students wishing to suspend their enrolment must apply in writing to Princeton International College a minimum ten (10) working days prior to the requested suspension date unless evidence of extenuating circumstances preventing them from contacting Princeton International College is provided.
- ◆ Where a student-initiated deferral or suspension of enrolment is granted, Princeton International College will suspend enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.
- ◆ Students falling into this category will be reported as a Student Course Variation in PRISMS in accordance with Section 19 (1) of the ESOS Act with the following timeframes:
 - within 31 days of the decision for all other students.

Provider initiated suspension, cancellation or non-commencement of studies

- ◆ Princeton International College may suspend or cancel a student's enrolment including, for a number of reasons, including but not limited to:
 - Misconduct by the student such as breach of Student Code of Conduct (as outlined in the Student Handbook or plagiarism, collusion or cheating on assessment tasks).
 - The student's failure to pay an amount he or she was required to pay Princeton International College as stated in the written agreement.
 - A breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Princeton International College's Course Progress and Attendance Policy & Procedures.
 - Non-commencement of a course on the agreed start date without a revised course offer from Princeton International College.
- ◆ Where Princeton International College suspends or cancels a student's enrolment, before imposing a suspension or cancellation, Princeton International College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of the following:
 - To seek advice from DHA on the potential impact on their student visa (via the website or help line).
 - Of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.
 - Where a student's safety is at risk, Princeton International College may immediately suspend or cancel a student without providing this advice and the 20-working day appeal period.
- ◆ Where a student chooses to access Princeton International College's internal appeals process in relation to this decision, the cancellation or suspension will not take effect or be reported in PRISMS until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where a student chooses to access an external appeals process, DHA will still be notified via PRISMS.
- ◆ Unless an internal appeal is in process or granted, all provider-initiated suspension, cancellations or deferments of studies will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) and (2) of the ESOS Act within the following timeframes:
 - within 31 days of the decision for all other students and
 - as soon as practicable where the student has breached course progress/attendance requirements.

Student initiated cancellation of studies.

- ◆ Princeton International College will inform all students that cancellation of enrolment may affect his or her student visa.
- ◆ Students may initiate cancellation of their studies at any time during their course, by completing a Withdrawal Form.





- ◆ Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per PRINCETON INTERNATIONAL COLLEGE's Course Transfer Policy and Procedure.
- ◆ This will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) of the ESOS Act i.e.
 - Within 31 days of the decision for all other students.

Records

- ◆ All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.
- ◆ All cases will be logged on the Deferral, Suspension and Cancellation Register and forwarded to the Admin Manager /CEO upon updating.

COURSE PROGRESS POLICY

Completion within expected duration

- ◆ International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- ◆ Princeton International College monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

Study Periods

- ◆ Study periods may also be known as 'terms' and are described in Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- ◆ Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

Determining if a student has met course progress requirements.

- ◆ Students who do not meet course progress requirements are at risk of having their visas cancelled.
- ◆ Students must have demonstrated satisfactory course progress requirements by the end each study period.
- ◆ This means that students must have successfully completed all the required assessment tasks.

Determining at risk students

- ◆ Students will be deemed at risk of not meeting course progression requirements if they/their:
 - do not participate in a summative assessment task.
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Yet Competent for one or more units of competency.
 - have been absent for 5 consecutive days.
 - attendance is considered to place you at risk of not achieving satisfactory course progress.
 - have been identified by their trainer/assessor as requiring support to ensure satisfactory course progress.
 - attendance is considered to place you at risk of not achieving satisfactory course progress.



Progress Monitoring

All students progress will be monitored using the Course Progress Monitoring Tool

- ◆ At the end of each monitoring period:
 - The monitoring report is updated by the Course Coordinator/Intervention Officer including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Course Coordinator will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- ◆ The monitoring report will also record commencement and review dates for all Intervention Strategies.

Intervention Strategy

- ◆ Princeton International College ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- ◆ For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Princeton International College is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.
- ◆ Students have up to two free attempts per assessment task to achieve a Satisfactory outcome.
- ◆ Resubmission outcomes should follow the same process for feedback and recording as outlined above.

If a student has attempted a task two times but hasn't achieved a Satisfactory outcome after the second attempt, the student must re-enroll in the unit or module. The repeat assessment and unit fees are mentioned in the course outline which is part of pre-enrolment process and also available on college website.

Re-submission

- ◆ Students have up to two free attempts per assessment task to achieve a Satisfactory outcome.
- ◆ Resubmission outcomes should follow the same process for feedback and recording as outlined above.

If a student has attempted a task two times but hasn't achieved a Satisfactory outcome after the second attempt, the student must re-enroll in the unit or module. The repeat assessment and unit fees are mentioned in the course outline which is part of pre-enrolment process and also available on college website.

Extension to an expected course duration

- ◆ Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with Princeton International College's

- Deferral, Suspension and Cancellation Policy and Procedures. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major Political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where Princeton International College is unable to offer a pre-requisite unit.
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- ◆ When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DESE via PRISMS.
- ◆ All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- ◆ Where the duration of the student's enrolment is extended, PRINCETON INTERNATIONAL COLLEGE will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Online or distance learning enrolment

- ◆ Princeton International College will not deliver a course exclusively online or distance to an international student.
- ◆ Princeton International College will not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.

Reporting students

- ◆ Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Princeton International College will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non- satisfactory course progress and the reasons for the intention to report. Students will have received first and second warning letters before the notice of intention to report is issued.
- ◆ Students have the rights to appeal against decision to report as per Princeton International College's Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- ◆ Princeton International College will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the student has chosen not to access the external complaints and appeals process: or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- ◆ All records will be kept on the student's file including warning letters and the notice of intention to report.

CRITICAL INCIDENT POLICY

- ◆ Princeton International College is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- ◆ Princeton International College ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in Princeton International College Health and Safety Policy and Procedure.
- ◆ A designated officer and/or critical incident team will manage critical incidents.
- ◆ All staff will receive an induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- ◆ Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to see assistance for and report an incident that significantly impacts on their



well-being, including critical incidents. Updates to information will be provided to students as required.

- ◆ Princeton International College will ensure that appropriate post-incident support is provided as required.
- ◆ Princeton International College response to critical incidents will always be evaluated and improvements identified and implemented as required.

FORMS

Forms are available on Princeton International College website under www.princeton.edu.au

A request to receive a copy of any form can also be made via:

- ◆ Email: info@princeton.edu.au
- ◆ Post: Suite 1, Level 12, 190 Queen Street, Melbourne, (VIC), Australia-3000

LIST OF FORMS

- ◆ Application for Deferral, Suspension or Cancellation Form
- ◆ Student Application Form
- ◆ Complaints and Appeals Form
- ◆ Credit Application Form
- ◆ Education Agents Application Form
- ◆ Refund Application Form
- ◆ Release Request Form
- ◆ Student Change of Details Form
- ◆ Student Feedback Form

COURSES AT PRINCETON INTERNATIONAL COLLEGE

Current list of courses is available to students on Princeton International College website www.princeton.edu.au in the "Courses" tab.

Pre-enrolment: Prior to applying for enrolment in a course, Students must read and fulfill the entry requirement mentioned in each course brochure which includes Age, Academic, English, Language, Literacy and Numeracy (LLN) and visa requirement.

Course Outline

You can find detailed information about each course on the Princeton International College website in the course outlines. It's important for students to take the time to read and understand these course outlines because they contain essential details about the courses. Examining the course outlines will assist students in making informed decisions about their course selection and provide a clear understanding of what to expect in each course which includes the follow:



Course entry requirements, including educational qualifications or work experience required, LLN requirements and minimum English language proficiency levels (for international students).

- Course credit arrangements
- The training and assessment, and related educational and support services, Princeton International College will provide to the student including the:
 - Estimated duration, including holiday breaks.
 - Expected locations at which it will be provided
 - Expected modes of delivery and fees
 - Facilities, equipment and learning resources available.
 - Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf, and
 - Study period/s and course progress/attendance requirements.
 - Any work placement arrangements
 - Assessment methods.
 - Any requirements the RTO requires the student to meet to enter and successfully complete their course.

Every student is encouraged to print and save the course outlines for future reference. The PDF versions of the course outlines are accessible on the website, allowing students to either print them or download and save a copy for later use.



General English (Elementary to Upper Intermediate)



Our General English courses are specially designed to empower international students with the essential language foundation needed to thrive in Australian society. Whether you're aiming to pursue further studies or simply seeking to immerse yourself in the local culture, our program is your ultimate passport to success.

We focus on practical language usage, ensuring that you feel confident and capable in everyday situations. From ordering a cup of coffee at your favourite cafe to engaging in lively conversations with locals, you'll quickly become a pro at navigating real-life scenarios.

Princeton International College offers levels of General English with a strong emphasis on grammar and the four main English skills (Listening, Reading, Writing, and Speaking), you'll build a solid linguistic foundation that sets you up for academic and professional excellence. Our courses integrate all language modes, honing your understanding of English forms, features, and functions.

Beyond language proficiency, our program empowers you with valuable learning strategies and styles, ensuring your growth as a successful language learner. You'll be equipped to analyse, respond to, and compose a diverse range of language items encountered during social interactions in Australia.

Total Course Fees: \$10,750 (Fees include all material costs and learning resources)

- Enrolment fees: \$250 (Non refundable)
- Tuition fees: \$ 10,000
- Material fees: \$500

Please contact the college at info@princeton.edu.au or **03 9191 1826**, to know about the current promotional price

Structure:

The General English courses consist of four levels: Elementary, Pre-Intermediate, Intermediate and Upper-Intermediate. The individual levels consist of following weeks:

- Elementary-12 weeks
- Pre-Intermediate-12 weeks
- Intermediate- 10 weeks
- Upper Intermediate- 10 weeks

Course Duration:

Delivery will occur over a 52 weeks (Includes a maximum 8 weeks of holidays) period of full-time study.

Course Delivery:

Face to face classroom based.

Entry Requirements:

- ◆ 18 years of age or over at the commencement of the course.
- ◆ Basic computer skills
- ◆ Meet all Student Visa requirements
- ◆ Entry to the course is determined by: To be placed in an appropriate ELICOS Course Level, students' current language proficiency level will be assessed based on their IELTS score or its equivalent including the result of the College's Placement Test by the administration staff and if necessary, through consultation with the ELICOS Course Coordinator.
- ◆ Students who have taken an internationally recognised English proficiency test such as IELTS or PTE can enter at the appropriate level for their proficiency.

Attendance: Contact hours are 20 hours per week, which is considered a full-time study load. Students must attend all training sessions.

Assessment Arrangements

There are two different types of assessment tasks (formative and summative), which are built upon the teaching/learning content covered in each course of study. At the end of each level, students will be required to sit for a final exam to demonstrate their learning outcomes.

Feedback and timely intervention will be provided to ensure you meet your expected progress.

Career Opportunities:

This course provides students with the opportunity to master the language skills for working and living in Australia. Students get the opportunity to learn English in Melbourne at an English language school with a reputation for practical activities, applied learning and outstanding results.

BSB40520 – Certificate IV in Leadership and Management



This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication

Course Duration:

Delivery will occur over a 28 weeks (Includes a maximum 2 weeks of holidays) period of full time study.

Total Course Fees: \$6,150 (Fees include all material costs and learning resources)

- Enrolment fees: \$250 (Non-refundable)
- Tuition fees: \$ 5,400
- Material fees: \$500

Course Delivery:

Face to face classroom based.

Please contact the college at info@princeton.edu.au or **03 9191 1826**, to know about the current promotional price

Entry Requirements:

- ◆ 18 years of age or over at the commencement of the course.
- ◆ LLN Requirements:
 - The qualification has been analysed against the skill level requirements of the Australian Core Skills Framework (ACSF) and recorded in the Certificate IV ACSF Profile. Students entering this qualification will have their LLN skills compared to the ACSF levels of the course to determine if there are specific support requirements needed and make a recommendation about the suitability of the student to enrol.
 - PIC will use LLN Robot to assess and analyse the LLN level of each student prior to enrolment. Our desire is to identify any LLN needs that students may have as a student and to assist them in reducing the impact this may have on their studies with PIC.
- ◆ Academic Requirements:
 - Year 12 academic education (or equivalent) * Students with overseas qualifications will need to have level equivalency determined by the Department of Education, Skills, and Employment
- ◆ English Language Requirements: All students entering this qualification must have an IELTS* score of 6.0 (test results must be no more than 2 years old). English language competence can also be demonstrated through documented evidence of any of the following:
 - educated for 5 years in an English-speaking country; or
 - successful completion of an English Placement Test at IELTS level 6.0.

*Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed they are equivalent to IELTS 6.0.

- ◆ Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Princeton International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience

Attendance: Students must attend all training sessions.

Units of Competency: To complete BSB40520 – Certificate IV in Leadership and Management, a total of 12 units must be completed.



UNIT CODE AND TITLE

CORE OR ELECTIVE

BSBLDR411 Demonstrate leadership in the workplace	Core
BSBLDR413 Lead effective workplace relationships	Core
BSBOPS402 Coordinate business operational plans	Core
BSBXC401 Apply communication strategies in the workplace	Core
BSBXTW401 Lead and facilitate a team	Core
BSBOPS404 Implement customer service strategies	Elective
BSBLDR414 Lead team effectiveness	Elective
BSBCMM412 Lead difficult conversations	Elective
BSBSTR401 Promote innovation in team environment	Elective
BSBLDR521 Lead the development of diverse workforces	Elective
BSBSTR502 Facilitate continuous improvement	Elective
BSBPEF502 Develop and use emotional intelligence	Elective

Assessment Arrangements

Assessment will be conducted individually/in groups. You will be provided with a Student Assessment Booklet for each unit of competency which includes:

- ◆ A full description of all assessment tasks for the unit of competency
- ◆ Assessment instructions for each unit of competency
- ◆ Assessment resources for each unit of competency
- ◆ Details about when assessment will occur
- ◆ Details about assessment submission There are a variety of assessment methods used for this qualification which could be combination of the following:
 - Written questions
 - Projects
 - Case studies
 - Role Plays
 - Research
 - Reports

You will be required to complete assessments in class, and this is not expected to exceed 20 hours per week.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course:

Training Arrangements

Class sessions are planned to ensure that you have a mixture of practical and theoretical components, and those classes cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct skills-based assessments in accordance with unit requirements. Students must attend 20 hours per week in the classroom. Homework tasks may include research, readings from related course material and continuing to work on assessment tasks. Students are provided with course material such as Student Assessments which comprises of Knowledge and Skill assessment. Additionally, learner guides, PowerPoint presentations, self-study Guide, session plan and various class activities. Classroom settings will ensure full access to computers, internet, whiteboards and trainer and assessor.

Additional Support during the course:

All students will complete a language literacy and numeracy assessment upon enrolment to determine their learning support needs. All students will be provided with a range of learning support options and resources to help you achieve competency. Where additional support needs have been identified an Individual Support Plan will be developed which may include:

- ◆ Mentoring from trainers
- ◆ Additional classes, tutorials, and workshops
- ◆ Online support and exercises for some courses
- ◆ Computer and technology support
- ◆ Referral to external support services
- ◆ Reasonable adjustment to assessments

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

**Pathway:**

It provides a pathway to further learning and work in various business roles and settings. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- ◆ Frontline Sales Manager
- ◆ Freight Administrative Supervisor
- ◆ Team Leader
- ◆ Production Supervisor
- ◆ Distribution Centre Supervisor
- ◆ Sales Team Manager
- ◆ Coordinator (Business Operations)

Completion:

At the successful completion of the course students will be awarded with the “Testamur” and a “Record of Results” which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a “Statement of Attainment” which will detail only the Units of Competency that student has achieved competency from the course.

BSB50420 – Diploma of Leadership and Management



This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication

Total Course Fees: \$10,750 (Fees include all material costs and learning resources)

- Enrolment fees: \$250 (Non refundable)
- Tuition fees: \$ 10,000
- Material fees: \$500

Please contact the college at info@princeton.edu.au or **03 9191 1826**, to know about the current promotional price

*Students with overseas qualifications will need to have level equivalency determined by the Department of Education, Skills and Employment online applications here:

<https://internationaleducation.gov.au/services-and-resources/services-for-individuals/qualificationsassessments/pages/qualification-assessment.aspx>

Entry Requirements:

- ◆ 18 years of age or over at the commencement of the course.
- ◆ LLN Requirements:
 - The qualification has been analysed against the skill level requirements of the Australian Core Skills Framework (ACSF) and recorded in the Certificate IV ACSF Profile. Students entering this qualification will have their LLN skills compared to the ACSF levels of the course to determine if there are specific support requirements needed and make a recommendation about the suitability of the student to enrol.
 - PIC will use LLN Robot to assess and analyse the LLN level of each student prior to enrolment. Our desire is to identify any LLN needs that students may have as a student and to assist them in reducing the impact this may have on their studies with PIC.
- ◆ Academic Requirements:
 - Year 12 academic education (or equivalent) * Students with overseas qualifications will need to have level equivalency determined by the Department of Education, Skills, and Employment
- ◆ English Language Requirements: All students entering this qualification must have an IELTS* score of 6.0 (test results must be no more than 2 years old). English language competence can also be demonstrated through documented evidence of any of the following:
 - educated for 5 years in an English-speaking country; or
 - successful completion of an English Placement Test at IELTS level 6.0.

*Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed they are equivalent to IELTS 6.0.

- ◆ Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Princeton International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience

Attendance: Students must attend all training sessions.

Units of Competency: To complete BSB50420 – Diploma of Leadership and Management, a total of 12 units must be completed.



UNIT CODE AND TITLE

CORE OR ELECTIVE

BSBLDR523 Lead and manage effective workplace relationships	Core
BSBPEF502 Develop and use emotional intelligence	Core
BSBOPS502 Manage business operational plans	Core
BSBTWK502 Manage team effectiveness	Core
BSBCMM511 Communicate with influence	Core
BSBCRT511 Develop critical thinking in others	Core
BSBCMM412 Lead difficult conversations	Elective
BSBSTR502 Facilitate continuous improvement	Elective
BSBWHS521 Ensure a safe workplace for a work area	Elective
BSBTWK503 Manage meetings	Elective
BSBOPS505 Manage organisational customer service	Elective
BSBPEF501 Manage personal and professional development	Elective

Assessment Arrangements

Assessment will be conducted individually/in groups. You will be provided with a Student Assessment Booklet for each unit of competency which includes:

- ◆ A full description of all assessment tasks for the unit of competency
- ◆ Assessment instructions for each unit of competency
- ◆ Assessment resources for each unit of competency
- ◆ Details about when assessment will occur
- ◆ Details about assessment submission There are a variety of assessment methods used for this qualification which could be combination of the following:
 - Written questions
 - Projects
 - Case studies
 - Role Plays
 - Research
 - Reports

You will be required to complete assessments in class, and this is not expected to exceed 20 hours per week.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course:

Training Arrangements

Class sessions are planned to ensure that you have a mixture of practical and theoretical components, and those classes cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct skills-based assessments in accordance with unit requirements. Students must attend 20 hours per week in the classroom. Homework tasks may include research, readings from related course material and continuing to work on assessment tasks. Students are provided with course material such as Student Assessments which comprises of Knowledge and Skill assessment. Additionally, learner guides, PowerPoint presentations, self-study Guide, session plan and various class activities. Classroom settings will ensure full access to computers, internet, whiteboards and trainer and assessor.

Additional Support during the course:

All students will complete a language literacy and numeracy assessment upon enrolment to determine their learning support needs. All students will be provided with a range of learning support options and resources to help you achieve competency. Where additional support needs have been identified an Individual Support Plan will be developed which may include:

- ◆ Mentoring from trainers
- ◆ Additional classes, tutorials, and workshops
- ◆ Online support and exercises for some courses
- ◆ Computer and technology support
- ◆ Referral to external support services
- ◆ Reasonable adjustment to assessments

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.



Pathway:

It provides a pathway to further learning and work in various business roles and settings. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- ◆ Business Development Manager
- ◆ Corporate Services Manager
- ◆ Senior Administrator
- ◆ Senior Executive

Completion

At the successful completion of the course students will be awarded with the “Testamur” and a “Record of Results” which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a “Statement of Attainment” which will detail only the Units of Competency that student has achieved competency from the course.

BSB60420 – Advanced Diploma in Leadership and Management



This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication

Total Course Fees: \$12,250 (Fees include all material costs and learning resources)

- Enrolment fees: \$250 (Non refundable)
- Tuition fees: \$ 11,000
- Material fees: \$1000

Please contact the college at info@princeton.edu.au or **03 9191 1826**, to know about the current promotional price

Course Duration:

Delivery will occur over a 90weeks (78 weeks training and 12 weeks holiday break) period of full time study.

Course Delivery:

Face to face classroom based.

Pre-Requisites:

Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) **Or** Have two years' equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

*Students with overseas qualifications will need to have level equivalency determined by the Department of Education, Skills and Employment online applications here:

<https://internationaleducation.gov.au/services-and-resources/services-for-individuals/qualificationsassessments/pages/qualification-assessment.aspx>

Entry Requirements:

18 years of age or over at the commencement of the course.

LLN Requirements:

- The qualification has been analysed against the skill level requirements of the Australian Core Skills Framework (ACSF) and recorded in the Advanced Diploma ACSF Profile. Students entering this qualification will have their LLN skills compared to the ACSF levels of the course to determine if there are specific support requirements needed and make a recommendation about the suitability of the student to enrol.
- PIC will use LLN Robot to assess and analyse the LLN level of each student prior to enrolment. Our desire is to identify any LLN needs that students may have as a student and to assist them in reducing the impact this may have on their studies with PIC.

Academic Requirements:

- Student must meet the pre-requisite condition. Please check the pre-requisites section.

English Language Requirements: All students entering this qualification must have an IELTS* score of 6.0 (test results must be no more than 2 years old). English language competence can also be demonstrated through documented evidence of any of the following:

- Educated for 5 years in an English-speaking country; or
- Successful completion of an English Placement Test at IELTS level 6.0.

*Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed they are equivalent to IELTS 6.0.

Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Princeton International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience

Attendance: Students must attend all training sessions.

Units of Competency: To complete BSB60420 – Advanced Diploma in Leadership and Management, a total of 10 units must be completed.



UNIT CODE AND TITLE

CORE OR ELECTIVE

BSBLDR602 Provide leadership across the organisation	Core
BSBOPS601 Develop and implement business plans	Core
BSBLDR601 Lead and manage organisational change	Core
BSBCRT611 Apply critical thinking for complex problem solving	Core
BSBSTR601 Manage innovation and continuous improvement	Core
BSBSTR602 Develop organisational strategies	Elective
BSBXCM501 Lead communication in the workplace	Elective
BSBCMM511 Communicate with influence	Elective
BSBHRM613 Contribute to the development of learning and development strategies	Elective
BSBSTR801 Lead innovative thinking and practice	Elective

Assessment Arrangements

Assessment will be conducted individually/in groups. You will be provided with a Student Assessment Booklet for each unit of competency which includes:

- ◆ A full description of all assessment tasks for the unit of competency
- ◆ Assessment instructions for each unit of competency
- ◆ Assessment resources for each unit of competency
- ◆ Details about when assessment will occur
- ◆ Details about assessment submission There are a variety of assessment methods used for this qualification which could be combination of the following:
 - Written questions
 - Projects
 - Case studies
 - Role Plays
 - Research
 - Reports

You will be required to complete assessments in class, and this is not expected to exceed 20 hours per week.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course:

Training Arrangements

Class sessions are planned to ensure that you have a mixture of practical and theoretical components, and those classes cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct skills-based assessments in accordance with unit requirements. Students must attend 20 hours per week in the classroom. Homework tasks may include research, readings from related course material and continuing to work on assessment tasks. Students are provided with course material such as Student Assessments which comprises of Knowledge and Skill assessment. Additionally, learner guides, PowerPoint presentations, self-study Guide, session plan and various class activities. Classroom settings will ensure full access to computers, internet, whiteboards and trainer and assessor.

Additional Support during the course:

All students will complete a language literacy and numeracy assessment upon enrolment to determine their learning support needs. All students will be provided with a range of learning support options and resources to help you achieve competency. Where additional support needs have been identified an Individual Support Plan will be developed which may include:

- ◆ Mentoring from trainers
- ◆ Additional classes, tutorials, and workshops
- ◆ Online support and exercises for some courses
- ◆ Computer and technology support
- ◆ Referral to external support services
- ◆ Reasonable adjustment to assessments

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.



Pathway:

It provides a pathway to further learning and work in various business roles and settings. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- ◆ Customer Service Manager
- ◆ Business Manager
- ◆ Business Analyst

Completion

At the successful completion of the course students will be awarded with the “Testamur” and a “Record of Results” which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a “Statement of Attainment” which will detail only the Units of Competency that student has achieved competency from the course.

BSB80120 – Graduate Diploma of Management (Learning)



This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication

Total Course Fees: \$12,250 (Fees include all material costs and learning resources)

- Enrolment fees: \$250 (Non refundable)
- Tuition fees: \$ 11,000
- Material fees: \$1000

Please contact the college at info@princeton.edu.au or **03 9191 1826**, to know about the current promotional price

Course Duration:

Delivery will occur over a 104 weeks (92 weeks training and 12 weeks holiday break) period of full time study.

Course Delivery:

Face to face classroom based.

Entry Requirements:

- ◆ 18 years of age or over at the commencement of the course.
- ◆ LLN Requirements:
 - The qualification has been analysed against the skill level requirements of the Australian Core Skills Framework (ACSF) and recorded in the Advanced Diploma ACSF Profile. Students entering this qualification will have their LLN skills compared to the ACSF levels of the course to determine if there are specific support requirements needed and make a recommendation about the suitability of the student to enrol.
 - PIC will use LLN Robot to assess and analyse the LLN level of each student prior to enrolment. Our desire is to identify any LLN needs that students may have as a student and to assist them in reducing the impact this may have on their studies with PIC.
- ◆ Academic Requirements:
 - Have completed Bachelor's Degree
OR
 - Nationally recognised Advanced Diploma (AQF level 6)/equivalent*/higher level qualification achieved along with at least 2 years of work experience in a leadership/management or learning management role in the last 5 years
- ◆ English Language Requirements:

All students entering this qualification must have an IELTS* score of 6.0 (test results must be no more than 2 years old). English language competence can also be demonstrated through documented evidence of any of the following:

 - Educated for 5 years in an English-speaking country; or
 - Successful completion of an English Placement Test at IELTS level 6.0.

*Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed they are equivalent to IELTS 6.0.

- ◆ Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Princeton International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience

Attendance: Students must attend all training sessions.

Units of Competency: To complete BSB80120 – Graduate Diploma of Management (Learning), a total of 8 units must be completed.



UNIT CODE AND TITLE

CORE OR ELECTIVE

BSBLDR811 Lead strategic transformation	Core
BSBHRM613 Contribute to the development of learning and development strategies	Core
TAELED803 Implement improved learning practice	Core
BSBOPS601 Develop and Implement Business Plans	Elective
BSBLDR601 Lead and manage organisational change	Elective
BSBSTR801 Lead innovative thinking and practice	Elective
BSBINS603 Initiate and lead applied research	Elective
BSBHRM611 Contribute to organisational performance development	Elective

Assessment Arrangements

Assessment will be conducted individually/in groups. You will be provided with a Student Assessment Booklet for each unit of competency which includes:

- ◆ A full description of all assessment tasks for the unit of competency
- ◆ Assessment instructions for each unit of competency
- ◆ Assessment resources for each unit of competency
- ◆ Details about when assessment will occur
- ◆ Details about assessment submission There are a variety of assessment methods used for this qualification which could be combination of the following:
 - Written questions
 - Projects
 - Case studies
 - Role Plays
 - Research
 - Reports

You will be required to complete assessments in class, and this is not expected to exceed 20 hours per week.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course:

Training Arrangements

Class sessions are planned to ensure that you have a mixture of practical and theoretical components, and those classes cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct skills-based assessments in accordance with unit requirements. Students must attend 20 hours per week in the classroom. Homework tasks may include research, readings from related course material and continuing to work on assessment tasks. Students are provided with course material such as Student Assessments which comprises of Knowledge and Skill assessment. Additionally, learner guides, PowerPoint presentations, self-study Guide, session plan and various class activities. Classroom settings will ensure full access to computers, internet, whiteboards and trainer and assessor.

Additional Support during the course:

All students will complete a language literacy and numeracy assessment upon enrolment to determine their learning support needs. All students will be provided with a range of learning support options and resources to help you achieve competency. Where additional support needs have been identified an Individual Support Plan will be developed which may include:

- ◆ Mentoring from trainers
- ◆ Additional classes, tutorials, and workshops
- ◆ Online support and exercises for some courses
- ◆ Computer and technology support
- ◆ Referral to external support services
- ◆ Reasonable adjustment to assessments

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

**Pathway:**

It provides a pathway to further learning and work in various business roles and settings. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- ◆ RTO Manager
- ◆ Career Development Manager (Education Sector)
- ◆ RTO Education Advisor
- ◆ L&D Manager

Completion

At the successful completion of the course students will be awarded with the “Testamur” and a “Record of Results” which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a “Statement of Attainment” which will detail only the Units of Competency that student has achieved competency from the course.

HOW TO APPLY

Your Application

- Read through the Princeton International College Course Guide and pre-enrolment information at Website: www.princeton.edu.au
- Choose your course.
- Download the Princeton International College Application Form from Website: www.princeton.edu.au Complete, sign and date the conditions of enrolment.
- Attach certified copies of supportive documents required in English.
- Forward all documents to Princeton International College directly Email : info@princeton.edu.au or to your local education agent.

Application Assessment

Upon receiving your application, Princeton International College will assess the application according to the admissions policies. Student may be required to attend the Genuine Temporary Entrants (GTE) interview at this stage.

Offer Letter

You will be provided with a written Offer Letter and Student Acceptance Agreement if your application is successful and this will generally take 1 to 3 working days for Princeton International College programs.

Accepting Offer

- To accept the offer, sign the Student Acceptance Agreement.
- Send the above documents to Princeton International College or your local education agent.

Making Payment

Make payment amount according to student acceptance agreement. Please include your student ID, full name and date of birth as a reference for payment.

Fee Payment Methods:

Make payment amount according to student acceptance agreement. Please include your student ID, full name and date of birth as a reference for payment.



**ONLINE
PAYMENTS***



**TELEGRAPHIC
TRANSFER**



**DIRECT
DEPOSIT**



**VISIT OUR
ACCOUNTS OFFICE**

Account Name:	Princeton Education Group
Bank:	Commonwealth Bank of Australia
BSB No.:	062-692
Account number:	71 783 694
SWIFT Code:	CTBAAU2S

*MasterCard and Visa are accepted. **Visit Website:** www.princeton.edu.au

It is important to provide the deposit evidence and student enrolment details to the Princeton International College Office for identification purposes

Electronic Confirmation of Enrolment

Electronic Confirmation of Enrolment (eCOE) will be issued upon receipt of complete Student Acceptance Agreement and relevant tuition fee payment.

Visa Application

- Include the eCoE(s) with your visa application.
- Please consult your local education agent about visa application matters or visit the Department of Home Affairs (DHA) website for more details on visa application to Australia: www.homeaffairs.gov.au

Arriving in Melbourne

Attend orientation (Bring your eCoE, offer letter or evidence of payment, passport and copy of your visa to the orientation).

For orientation date, please check your offer letter

Contact Details

Suite 1,
Level 12, 190 Queen Street, Melbourne, (VIC), Australia-3000
Telephone: 03 9191 1826
E-mail: info@princeton.edu.au

24/7 Emergency Contact Number: +61 4 526 110 84
Office Hours: Monday to Friday Time: 9:30 AM to 5:00 PM
Send all applications and supporting documentation to the above address.

The CEO, Course Coordinator & Admin. Manager, Training Staff and Administrative Staff of the college are available to provide general advice and assistance with matters such as studying, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Course Coordinator or the Student Support Officer who may refer them to external support services if required. The college will not charge for support services it provides or for referring students to external support services. Students will have to pay fees charged by external support services that they use

Management & Administration

Udai Mahendru
Chief Executive Officer
P: +61 4 526 110 84
E: udai@princeton.edu.au

Student Support Officers

P: 03 9191 1826
E: info@princeton.edu.au



PRINCETON
INTERNATIONAL COLLEGE

RTO No: 46193 CRICOS No: 04250E

STUDENT HANDBOOK

Version 3.1 April 2024

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