Pioneer
INTERNATIONAL COLLEGE

Student Handbook

RTO No. 46184 | **CRICOS Code:** 04246A
www.pioneer.edu.au

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1. About Pioneer International College

We welcome you to *Pioneer International College* and thank you for choosing to study with us.

1.1. Background

Pioneer International College is an innovative and modern education institution located in Granville, New South Wales. With a range of experience in education industry, Pioneer International College is conceptualised with high standards and quality education facility with its main aim to train the learners and generating the future-ready workforce with competitive skills. Students have access to the latest technology, facilities, and resources to maximise their learning experience.

We have designed our education facility considering the convenience and standards of the industry which makes us more approachable by learners. We design our courses to make the learning more fun-filled with good knowledge at the same time. With a range of experience in the education industry, our principles have created a vision for an organisation dedicated to high-quality training delivery in a modern facility, providing students with access to current technologies, theories, and vocational placement to maximise their readiness to enter the industry workforce.

We assure the exceptional student support services for all our students during their learning experience at *Pioneer International College*.

VISION

To empower our skilled students by providing excellence in industry knowledge.

MISSION

The mission of Pioneer International College is to impart knowledge to domestic and overseas students through quality training. Our focus is to maximize the career opportunities of our students by making them more skillful and employable through an enriched learning experience at Pioneer International College, and to meet the evolving needs of the industry with a skilled workforce ready for the future.

OUR VALUES

- Passion – We are passionate about delivering high quality training
- Access and Equity – There are no barriers to accessing our services and everyone is treated fairly.
- Ethical – We take pride in the ethical foundation of our services
- Professionalism – We are professional in our conduct and behaviour
- Commitment to improvement – The pursuit of excellence demands continuous re-evaluation of our service
- Integrity – We work with integrity, transparency, and impartiality
- Honesty – We are true to our words and maintain high moral standards
- Respect – We foster respect throughout the organisation
- Reliability – We are accountable and will fulfill our promises

1.2. Why study at Pioneer International College

We support our students to achieve their goals and graduate with vocational and social skills to meet the demands of the industry and economy by:

- Emphasis on the practical application of the subject matter.
- Provision of a remarkable training facility;
- Provision of extensive student support services;
- Flexible learning;
- Provision of a culturally diverse learning environment;
- Quality infrastructure and easy access, including
    - An easy commute, with public transport on our doorstep.

2. Message from the CEO

2.1. Welcome to Pioneer International College

"It is my great pleasure to welcome you to *Pioneer International College* and to Sydney. I affirm you that you have chosen the right place to study.

We have conceptualised Pioneer International College with the dedication and aspiration to impart quality training along with our aim to make you more employable through an enriched learning experience at Pioneer International College, and to meet the evolving needs of the industry. We are offering newly equipped campus facility including fully equipped practical training facilities. We have carefully located ourselves at a convenient spot of Sydney which has easy transport facility and students can commute easily by bus, train, car or bikes. We leverage our industry network to offer Vocational Placement which will get our students real time practical experiences.

We look forward to growing and improving our programs and we will also welcome new staff and, our new students. Together, we are partners in your educational journey and your ultimate success. Of course, all successful partnerships are built on working hard together. We assure you of our commitment to your success and we wish you a most enjoyable and productive time at *Pioneer International College*."

Nitin Sharma

CEO

3. Location and Facilities

3.1. Our Location & Contacts

Our Location

We are located in the Head Office and Campus Location: Granville

Physical Address: 1/60 South Street Granville NSW 2142

Postal Address: 1/60 South Street Granville NSW 2142

We are well connected with public transport with the bus stop right outside our doorstep, and ample of parking options available.

Our Contact details

Phone: 02 9055 7757
Email: info@pioneer.edu.au
Website: www.pioneer.edu.au
24-hour contact number for emergency situations +61 2 90557757

Business Hours

The business hours for *Pioneer International College* are 8:00am to 5:00pm Monday to Friday. Training may also be scheduled outside of the business hours and on weekends.

3.2. Facilities, Equipment and Services

Pioneer International College offers students a modern state of the art training environment.

We have newly fitted facilities and resources which include:

Classrooms

We have spacious, ventilated and light-filled newly equipped training rooms which are available for conducting face to face training and assessment.

Computer Facility

We offer well-resourced computers for our students to train and complete their work. Students can have access to latest computers and internet connection at the campus (Monday to Friday) from 8:30 am to 5:00 pm.

Free Wi-Fi internet connection is available throughout the campus for our students.

Practical Training Facility

We are offering fully equipped campus facility with a training kitchen facility and automotive workshop facility so students will be able to access practical areas hassle free. Our training facility is as per industry standards to meet the industry needs.

Student Lounge

Pioneer International College campus has a fully equipped student lounge (break-out area) to catch up with new friends and have their meals during their break times. Also, we are located in an area where there are many facilities around which is an added advantage for students to spend their break time.

Student Lounge is well equipped with:

- Microwave
- Toaster
- Fridge
- Hot and Cold-water supply

Course Materials

We provide course material in form of hard copy as well as on our e-learning platform.

The college uses Didasko for hospitality courses and AAT for automotive courses, as an online platform to provide students with a collaborative and supportive learning environment. Both are user- friendly platforms, and are accessible off-campus on PIC, Mac OS, tablets, and mobile devices.

Student can use e-learning platform to access learning resources for their units. This can be used to interact with lecturers and classmates, and to complete unit assessments.

Students can do studies with the resources available on our e-learning platforms.

Library

We have a range of books available at our campus for our students. Borrowing of books facility is readily available for our students to refer to their subject content and for their research work.

4. Student Life

4.1. Studying in Sydney

Sydney strikes a perfect balance between big city culture and an easy way of life that makes it an ideal destination for overseas students. The open parklands, packed events calendar, busy city life or quite suburban life, happy locals and drives to the beach are all part of the vibrant Sydney lifestyle.

Pioneer International College is located in Granville with all amenities available within an arm's reach. There are regular bus services nearby and parking is available at additional cost.

Sydney, city, capital of the state of New South Wales, Australia. Located on Australia's south-eastern coast, Sydney is the country's largest city and, with its magnificent harbour and strategic position, is one of the most important ports in the South Pacific.

Known as the vibrant and happening city because of its proximity to so many diverse attractions like Sydney Harbour bridge, Opera House, amazing zoos, various beaches and one of the most popular one is Bondi beach, Blue Mountains, Byron Bay, Coffs harbour etc.

4.2. Work in Sydney

Sydney has a vibrant and ever-growing hospitality industry that is constantly seeking skilled, career-minded employees. With a range of employment opportunities across the metropolitan and regional areas of Sydney, there is a job for everyone.

4.3. Student ID Card

Your student card will be provided to you following your enrolment and serves as your official identification for all assessment and administrative purposes. Student cards are required for borrowing library resources. Any fraud or inappropriate use of the student identification card will be regarded as serious misconduct and may be subject to penalties and sanctions.

4.4. Unique Student Identifier (USI) number

A USI - Unique Student Identifier is your individual education identifier for life. It also creates an online record of your training attainments in Australia. If you are undertaking either nationally recognised training, or a higher education qualification, you need a USI in order to receive commonwealth financial assistance, as well as to obtain your qualification or statement of attainment.

For more information about applying for a USI please refer to https://www.usi.gov.au

Students are required to provide their USI (Unique Student Identifier) during or before Orientation and before a qualification or Statement of Attainment can be issued.

4.5. Important Information for Overseas Students

Legal Aid Services

Every person has the right to request legal representation during any legal proceedings. Legal aid is a legal service available to those who can't afford their own legal advisor. Legal aid services can help to pay for the costs involved in court appearances, police investigations and offer general advice. Legal aid is not automatic, and eligibility depends upon several factors. The Legal Aid Services of New South Wales can advise you about this.

General legal advice and referral

Free call 1300 888 529 Mon – Fri (9.00 am–5.00 pm)

https://www.legalaid.nsw.gov.au/

Information on other offences

Alcohol

Consumption and purchase of alcohol is illegal for anyone under the age of 18 years.

In New South Wales, it is an offence to drive (or try to drive) with a Blood Alcohol Concentration (BAC) equal to or over the following legal levels:

- Full licence holders = 0.05g%.
- Learner/Probationary licence holders = 0.00g%.
- Drivers of buses, taxis, heavy goods vehicles, and vehicles carrying dangerous goods = 0.00g%.
- It is also an offence to consume alcohol in many public places, including the Sydney CBD, which is a 'dry zone'.

Source: https://roadsafety.transport.nsw.gov.au/stayingsafe/alcoholdrugs/drinkdriving/bac/index.html

Bribery

Bribery refers to the offering, giving, soliciting, or receiving of any item of value as a means of influencing the actions of an individual holding a public or legal duty. Solicitation of a bribe also constitutes a crime and is completed regardless of whether the solicitation results in the receipt of a valuable gift.

Bribery is the offering, giving or receiving of something of value in exchange for gaining undue influence in a decision-making process. In Australia, it is illegal to offer, pay or accept a bribe for services or during negotiation. A clear example of bribery would be offering a police officer money to disregard a traffic infringement that you have committed whilst operating a motor vehicle. Another example would be offering money, goods or services to a college staff member such as a tutor or academic in return for academic grades.

One further example of particular relevance to students would be to offer payment to or accept payment from another student in return for academic work.

Drugs

Some drugs, such as alcohol, tobacco, medicines, and caffeine are legal in Australia. However, there are some drugs that can only be used legally when a doctor has prescribed them for that person. These are known as restricted substances and are supplied by chemists (pharmacies).

Possession of some of these substances by someone they were not prescribed for is illegal. It is illegal to use the following drugs in any circumstances: cannabis, heroin, amphetamines (e.g., speed and LSD), cocaine (including crack) and 'designer drugs' (such as ecstasy and ice). The possession, use, importation, distribution manufacturing or trafficking of a wide range of drugs (including those named in this paragraph) is illegal in all Australian states and territories.

If you suspect someone has overdosed on a drug, telephone 000 IMMEDIATELY and ask for an ambulance, stay on the line until the ambulance arrives and provide the operator with as much information about the location and events as possible. This should provide the best outcome for the person you are calling about.

At *Pioneer International College*, we believe in supporting our students throughout their whole journey in Australia, not just during their study.

There is a lot to think about when deciding to leave home and move to another country to study. To make things easier the Australian Government provides guidance on the things to consider before making the move.

The Australian Government website:
https://www.australia.gov.au/information-and-services/education-and-training/international-students provides links to information for international students including:

- Study in Australia - provides information for students Department of Home Affairs who are considering studying in Australia.

- Explore visa options for studying in Australia – includes information from the Department of Home Affairs

- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - the official website that lists all Australian education providers

- Education Services for Overseas Students (ESOS) framework - includes information from the Department of Education and Training on how the interests of overseas students are protected by setting out standards, roles and responsibilities for education institutions that teach overseas students, as well as providing tuition and financial assurance for students.

- Overseas Students Ombudsman – details how complaints about problems that overseas students or intending overseas students may have with private education and training in Australia are investigated.

- Scholarships information for overseas students

- Studying in Australia – tax information - Provides taxation information from the Australian Taxation Office for overseas students enrolled to study in Australia in a course that lasts for six months or more.
- Tuition Protection Service – includes information from the Department of Education and Training to assist overseas students whose education providers are unable to fully deliver their course of study. This service ensures students are able to either complete their studies in another course or with another provider or receive a refund of their unspent tuition fees.

- Visa holders and migrants – know your workplace rights – included information from the Fair Work Ombudsman on what visa holders and migrants need to know before they start working in Australia.

Study in Australia Guide

The Study in Australia Guide can be accessed on the website https://www.studyinaustralia.gov.au/. It includes information on:

- Facts about Australia
- Reasons to study in Australia
- Bringing your children
  - This summarises the different requirements for enrolling students and school fees which vary across Australian states and territories.
- What is the cost of living?
  - This section gives an approximate guide the average living costs in Australia
- Explore study options
- Steps to apply
  - Including information on Education Agents, entry requirements and visas as well as the application process
- Be inspired by other students

Visa Conditions

International students are required to observe certain conditions. It is important that you understand what your visa entitles you to do, and what you are not permitted to do. In some instances, the institute is required to report breaches of Student Visa conditions to the Department of Home Affairs. You should take the time to familiarise yourself with visa requirements by visiting the website http://www.homeaffairs.gov.au/

Main points you should be aware of include:

- You must notify the *Pioneer International College* of your current Australian address and contact details within 7 days of arriving in Australia.

- You must remain enrolled in a study program and attend classes in accordance with the institute attendance policy. You must maintain satisfactory academic progress. If you are an international student and you continually fail units, the institute may need to report your performance to the Department of Home Affairs.

- You are permitted to work up to 40 hours per fortnight during your term. During holidays you may work unlimited hours.

- You are responsible for renewing your visa when it is close to expiry; see Department of Home Affairs website http://www.homeaffairs.gov.au/ for information.

- You are responsible for informing the college of any changes you wish to make to your course or enrolment. Department of Home Affairs must have accurate information on your course at all times. The college can then relay any information provided by you after issuing the necessary approvals.

- You are responsible for your finances and the care of your dependents. As part of your visa requirements, you must show that you have the necessary financial capacity to support yourself and your dependents during your study. You are to also ensure that any school aged children are to be enrolled in and attending school. You will need to pay for all necessary school fees. Your dependents will need to leave Australia at the time that you are required to do so.

- You are required to complete 6 months of study in your principal course before you are able to transfer to another education provider. Please discuss your circumstances with the Student Support for further information.

- You must maintain adequate Overseas Students Health Cover (OSHC) throughout the term of your student visa.

5. Courses and Programs

Please see the *Pioneer International College* website www.pioneer.edu.au for current and most up-to-date information about the courses and programs on offer.

6. Student Orientation

6.1. Key Dates

You will be informed of each course start date and when the Orientation Program (Orientation date) will occur in the Letter of Offer and Course Agreement you received when you are accepted into *Pioneer International College*.

6.2. Orientation Program

The Orientation Program will take place at Pioneer International College campus one week before the commencement of your study.

The orientation sessions give our key staff members an opportunity to welcome you and provide you with the necessary information you will need to study at *Pioneer International College*.

The orientation covers important information about:

- The courses available at *Pioneer International College*
- Policies, procedures,
- and guidelines applicable to study at *Pioneer International College*.

This is also a good opportunity for you to ask any questions that new students may have. Attending orientation is compulsory for all students as you will be required to complete and sign various forms including updating your personal details.

7. Welfare, Safety, Health, and Support Services

At *Pioneer International College*, we are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies. We recognise that the provision of appropriate student support services will help both domestic and overseas students achieve academic success and help in their transition to study and life in Australia. Students may access these support services themselves or where staff are concerned about a student's wellbeing, a student may be referred for counselling.
The student support services provided by *Pioneer International College* address both academic and general welfare issues.

7.1. Academic Support Services

Students who have concerns about maintaining their satisfactory academic performance, attendance or other related study issues can speak to their respective Trainers & Assessors or the Administration officer by prior appointment to discuss these matters. *Pioneer International College* staff will provide advice, guidance or support at no additional cost based on student's circumstances.

The enrolment form you complete will also help us to identify any support you need, and your support needs can also be discussed during the orientation.

Academic Support Services that offered by *Pioneer International College* 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

7.2. English language proficiency

Pioneer International College requires all students to meet the minimum English Language proficiency level of IELTS (or equivalent) 6 overall and no less than and 5 for each component.

Students Language, Literacy and Numeracy (LLN) levels will be assessed by Pioneer International College at the time of enrolment taking into account the students' academic qualifications and English Language proficiency.

Students can contact their relevant trainer if they think they need additional LLN support during their enrolment.

7.3. General Welfare Services

Students who experience difficulties in any of the areas listed below, are encouraged to discuss, and resolve their situation with the appropriate person.
Pioneer International College will provide information or referrals as appropriate on request at no additional cost to you.

<u>Welfare counselling</u>
Students who have concerns and need to discuss any physical, emotional, or mental issues can contact the Student Services Officer / members of the Student Services Team for assistance. Where required, students will be referred to external counselling organisations.

<u>Financial counselling</u>
Students who are experiencing financial difficulties and are unable to pay their tuition fees can discuss their concerns with Student Services Officer / members of the Student Services Team.

<u>Legal counselling</u>

Students requiring legal support will be referred to external legal aid organisations. No legal advice can be given by Pioneer International College staff.

Disability support

Students should advise *Pioneer International College* in writing if they have any disability or medical condition which may affect their studies. The College will make reasonable adjustments to the delivery of training and implementation of support services to assist students with disabilities whilst they are enrolled at the Pioneer International College.

Employment Rights

Pioneer International College can refer students to organisations such as through the Fair Work Ombudsman, that will provide information on their employment rights and conditions, and how to resolve workplace issues.

Accommodation

Pioneer International College is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Any other confidential matters

Contact the staff at *Pioneer International College* to discuss any other matters you would like to talk about in confidence.

Contact Details Welfare / counselling services:

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3:00am, 7 Days a Week)
- Crisis Help: 1800 627 727
- Direct Line (Drug and Alcohol Use): 1800 888 236
- Crisis Contact Service (Homelessness Help Services): 1800 627 727
- Safe Steps: Family Violence Response Centre: 1800 015 188
- Gambling Help Online: 1800 858 858

Accommodation:

The following sources are available to assist you to find suitable accommodation options:

- www.au.easyroommate.com
- www.realestate.com.au
- www.domain.com.au
- www.gumtree.com.au

Medical Services:

- National Health Services Directory (NHSD) by Health direct Australia: 1300 135 513, 1800 022 222
- www.healthdirect.gov.au

Student Services Contact Details

You can contact Student Services Officer for details about welfare services *Pioneer International College* offers as follows:

Student Services Officer
Phone: 02 9055 7757
Email: info@pioneer.edu.au

Student Support Type	Responsibility
Orientation Program	Administrator
General Welfare including: • Accommodation • Personal Matters • Health and disability • Legal	Administrator CEO
Language, Literacy and Numeracy and English Support Sessions	Administrator / Trainers & Assessors
Training and Assessment matters including: • Time management • Course progress • Special needs	Administrator / Trainers & Assessors / Academic Manager
Programs to help adjust to life in Australia	Administrator
External Counselling Services	Administrator They will refer students to relevant external professional counsellors as required
WHS and Critical Incidents	Trainers & Assessors / Receptionist / RTO Manager / CEO
Fire emergency and First Aid	Trainers & Assessors / Receptionist / RTO Manager
On campus evening support (where required)	Rostered staff members

7.4. Health Services

As an overseas student you must have an adequate health insurance while in Australia. This is done by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance in Australia. You must not arrive in Australia before your health insurance starts. If you are in Australia and do not have adequate health insurance, you may be in breach of your visa conditions. All overseas students are required to pay Overseas Student Health Cover (OSHC) for themselves and all of their accompanying family members to Australia.

Pioneer International College is able to arrange an OSHC for students, for further information please contact student support services.

7.5. Emergency services in Australia and New South Wales

Life Threatening Emergencies
Ring 000 (Free call) for Fire, Police or Ambulance in any life-threatening emergency. You can also ring 112 from a mobile phone. (Free call).

Closest police station
Non-Urgent Police assistance 131 444
Crime Stopper 1800 333 000

The closest police station to the *Pioneer International College* campus is:

Address: 2 Carlton St, Granville NSW 2142

Phone: 02 9897 4199

Open 24 hours, 7 days a week

First Aid Emergency

First Aid Kit, First Aid is on the spot provision of emergency treatment and life support for a person suffering an injury or illness. There is qualified first aid staff at *Pioneer International College*. If you hurt yourself, or if you see someone else getting injured, immediately contact Reception or the nearest staff member.

7.6. Work Health & Safety

Pioneer International College recognises the importance of work health and safety. The College has a Work Health and Safety (WHS), Fire Emergency and Critical Incident Policy in place in order to provide a safe and healthy work environment. Information on Workplace Health and Safety (WHS), Fire Emergency and Critical Incidents is covered in Student Orientation and this policy is made available to all students via the *Pioneer International College* Website.

7.7. Critical Incidents

A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to, but may include:

- missing student/s or staff member/s;
- experiencing severe verbal or psychological aggression.
- death, serious injury or any threat of these.
- natural disasters; and
- issues such as domestic violence, sexual assault, drug, or alcohol abuse

Non-life-threatening events can still qualify as critical incidents. Students are advised to call required emergency services (fire, police, ambulance) if required (000) and immediately inform College staff about such incidents.

8. Student Rights and Responsibilities

8.1. Student Code of Conduct

All students are expected to abide by this Code of Conduct during their participation in their course with *Pioneer International College*. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

Students' 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 Act 1988.
- Access the information *Pioneer 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 *Pioneer International College* on the client services, training, assessment, and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' Responsibilities

All students, throughout their training and involvement with *Pioneer 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
- Vilification is not acceptable at *Pioneer International College.*
- 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 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 within 7 days.
- Provide relevant and accurate information to *Pioneer 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 collaboration, plagiarism or infringing on copyright laws
- Hand in all assessment tasks, assignments, and other evidence of their work
- Make regular contact with their Trainer & Assessor
- Prepare appropriately for all assessment tasks, visits, and training sessions
- Notify *Pioneer International College* if any difficulties arise as part of their involvement in the program
- Notify *Pioneer International College* if they are unable to attend a training session for any reason as soon as practical
- Make payments for their training within agreed timeframes, where relevant

8.2. Investigation of Misconduct

Any breaches of the guidelines outlined in the code of conduct may be considered misconduct. Where there are reasonable grounds to believe that academic or general misconduct has occurred, *Pioneer International College* will investigate the alleged misconduct based on *Pioneer International College*'s Complaints and Appeals policy.

8.3. Consequences of Misconduct

In determining a penalty for misconduct, *Pioneer International College* will take into account:

- The nature and severity of the misconduct
- Any demonstrated extenuating circumstances
- The student's prior records at *Pioneer International College*

Penalties for misconduct may include but are not limited to:

- Provision of a written warning
- Requiring the student to resubmit the offending work
- Awarding a "Not Yet Satisfactory" grade for the work submitted or "Not Yet Competent" for the entire unit in which the misconduct occurred
- Deferring, suspending, or cancelling the student's enrolment
- Reporting the student to the Department of Home Affairs (DHA)
- Referring the matter to police or relevant authorities

Students may appeal the outcome of any case of misconduct under the terms of *Pioneer International College*'s Complaints and Appeals policy.

9. Complaints & Appeals

Pioneer International College is committed to the early resolution of complaints and appeals in a fair and impartial manner for all the parties involved. The *Pioneer International College* complaints and appeals policy ensures that all students are given access to effective and fair complaints resolution and appeals processes within 10 working days of the lodgement of a formal complaint or internal appeal.

You should feel free to contact our friendly staff for an instant resolution on personal basis; however, if this does not resolve the issue student can access to lodge a formal complaint by following the complaint and appeal process at *Pioneer International College.*

Pioneer International College Complaints and Appeals Policy & Procedures cover both academic and non-academic issues. The Policy & Procedures, as well as all the required forms are available to students on *the Pioneer International College* website.

10. Training & Assessment

10.1. Vocational Education and Training

Vocational Education and Training (VET) provided by Registered Training Organisation (RTO), which gives students the workplace-specific skills and knowledge required to gain employment. *Pioneer International College* offers a range of VET courses in Hospitality and automotive ranging from Certificate III level to Diploma level and is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification. The nationally recognised training meets the Australian Government standards stipulated in the relevant training packages and in the Australian Qualifications Framework (AQF).

10.2. Training Delivery Modes and Learning Resources

At *Pioneer International College*, training is delivered face to face in classrooms, in a simulation area for practical component and in various workplaces for completing work placement component, allowing students to have direct contact with their trainers and to ask for additional support if required.

All courses include:

- Structured Face to Face Learning and Assessment – Classroom learning and assessment for a minimum of 20 scheduled course contact hours per week, including all training delivery and assessment, engagement in group activities, class discussion, participation in simulated activities, roles play, observations, attending guest lectures, as well as completion of assessments (projects and work tasks).
- Unsupervised Learning and Assessment – Unstructured learning and assessment activities (recommended certain hours per week away from class, for hours refer to your trainer and assessor). This includes online research/forums, workshop activities, structured prescribed reading and follow up activities, as well as documentation to be completed for the completion of work placement component which includes but not limited to logbooks, portfolios / recipe cards.
- Additionally, students will need to complete work placement component to complete the qualification.
- Student may participate in activities such as field trips, field placements and excursions which provide invaluable industry contact for them as a part of the self-study component.

Learning resources are provided to students in the Learning Management System which student will be given access to as they are enrolled in individual units of competency.
Information regarding the study shifts and intakes for each qualification, please refer to the *Pioneer International College* website.

Timetables

All class timetables are planned on a study period basis which means that students timetables may change with a new study period or due to appropriate trainer availability, venue availability, class sizes and other factors. *Pioneer International College* will always endeavour to ensure that there is minimal disruption to these timetables.

Pioneer International College reserves the right to defer a subject to a later study period/session under special circumstances. Where a subject is deferred, it will be offered in the next logical training sequence.
Students will be informed via email regarding their individual timetables by Administration officer.

10.3. Vocational Education and Training Assessments

Assessments in VET are competency based.

Competency based assessment is the process of collecting evidence and making judgements on whether an individual can perform to the standard required in the workplace, as specified in a training package or a VET accredited course. This means that decisions about whether a person is competent are based upon the theoretical knowledge and practical skills demonstrated by the person to be assessed.

Assessment Methods

All national recognised training offered by *Pioneer International College* involve several assessment methods.

Typically, the assessment methods may include:

- Practical Observation of Tasks
- Assignments / Case Studies
- Oral or written questioning
- Role Plays
- Projects
- Reports
- Presentations
- Work based assessments

Assessment Participation

Students are required to complete all the assessment activities required to demonstrate competence. The assessor will inform students how and when these assessments will occur.

Submission of Assessment Evidence

All completed assessments must be submitted directly to the Trainer & Assessor. If there is any reason why a student cannot undertake an assessment on the scheduled date, it is important that they inform their Trainer & Assessor of this as early as possible so that the assessment can be rescheduled. Late submissions of assessments will not be accepted unless prior arrangements for assessment extensions were made with the Trainer.

Assessment Resubmissions

If a student has not provided sufficient evidence to demonstrate competency across all the requirements of the units of competency their performance will be deemed to be 'Not Yet Satisfactory'. Should this be the case students may be allowed to resubmit the evidence; however, students will only be allowed a maximum of two resubmission attempts (no charge). If still not successful, then after which they will have to re-enrol and pay $500 per unit of competency and / or may have to extend their course duration if required).

Should you be required to resubmit or re-attempt the assessment activities, your Trainer & Assessor will give you a resubmission due date or a re-attempt date, which will generally be up-to 7 days.

Assessment Extensions

Trainers & Assessors may grant students assessment extensions following a direct, written request from the student. If granted, the extension will be for an agreed amount of time.

Please note the granting an assessment extension does not affect the requirement for the student meet sufficient course progress requirements.

Assessment Results

Pioneer International College Trainers & Assessors will ensure assessment results are made available to students as soon as possible (within two weeks / 10 working days) after participation in an assessment.

Assessors will provide feedback and results to students in one or more of the following ways:

- Face to face meeting
- Written comments on any submitted written assessments

If students do not agree with their assessment results, they can lodge an internal appeal within 20 working days of receiving the result. An intervention strategy will be implemented for any student deemed at risk of not progressing satisfactorily in their courses.

Reasonable Adjustment to Assessments

Special conditions that may affect a student's ability to complete all or part of the assessment process are:

- A temporary or permanent disability
- Cultural or religious beliefs

In these circumstances and, on the submission of compelling evidence by the student, *Pioneer International College* may be able to reasonably adjust the assessment methods to suit these special conditions.
The Trainer & Assessor should be contacted for full details on Reasonable Adjustments.

10.4. Qualifications or Statement of Attainment

Qualifications can only be issued to students who have been deemed Competent in all the core and elective units of competence specified in the packaging rules for each course.

Students who have not met the requirements of the qualification will receive a Statement of Attainment listing all units in which they have been deemed competent.

The issuance of Qualification or Statement of Attainment will be completed by the Colleges administration staff as follows:

- Preparation of the certification may take up to 30 days after the course completion. *Pioneer International College* will contact you and inform you via phone call or email when it is ready for collection.
- The certification will not be issued if there are outstanding fees, therefore students should ensure outstanding fees are paid upon completion of the final assessment.
- *Pioneer International College* will not provide your certification to a third party, including parents, spouse etc.; unless you have nominated them on the form or provided formal written advice.

10.5. Recognition of Prior Learning (RPL) and Credit Transfers

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) refers to relevant prior learning experience which demonstrates that students already have the knowledge and competencies of the unit/course.

Credit Transfer

Credit Transfer gives recognition to the Qualifications and Statements of Attainment issued by other registered training organisations accredited under the Australian Qualifications Framework, allowing for the granting of credits for successfully completed units.

Granting of a Credit Transfer or successful completion of the RPL process may result in change in course duration. This could also impact changes in timetable and study loads for each study periods.
Students may be required to attend classes for units against which Credit Transfer has been granted when multiple units are delivered together as a part of the cluster.

Applying for Recognition of Prior Learning

New students who wish to apply for RPL should indicate this on their initial application form along with the provision of full supporting documentation to the Administrator.

Applying for Credit Transfers

Students who wish to apply for Credit Transfer should indicate this on their initial application form along with evidence in the form of a valid AQF certification or Statements of Attainment from a nationally registered training provider.

For International Students

It is a condition of your visa that you are enrolled in full-time study. Full time study for VET courses is defined the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) as 20 scheduled course contact hours per week.

If course Credit Transfer is granted by *Pioneer International College* before your Student Visa is granted it will be indicated on your Confirmation of Enrolment with *Pioneer International College*.

If RPL or Credit Transfer is granted, by *Pioneer International College* after your Student Visa is approved, you will receive a report indicating any reduction of your course duration. *Pioneer International College* will also adjust your course duration on PRISMS, as the College must report any change of course duration to The Department of Home Affairs (DHA). This may have an effect on your visa.

10.6. Plagiarism, Collusion and Cheating

Plagiarism Collusion and Cheating by any student studying at *Pioneer International College* constitutes a serious breach of the Student Code of Conduct.

Plagiarism means presenting the work of another person as one's own without appropriate acknowledgement or referencing and can include:

- Copying of another student's or an author's exact words and paragraphs without indicating the source
- Submitting work that has been written by someone else
- Copying and pasting from websites without paraphrasing or indicating the origin of the information.

Collusion refers to two or more students working together on an academic task which the unit of competency requirements stipulate must be completed individually.

Cheating refers to copying answers from other students during written tests or copying answers from a prepared source.

A breach of these aspects of the Student Code of Conduct may result in any of the following:

- In the first instance, the Assessor will deem the assessment result to be "Not Yet Satisfactory" and the student will be required to re-work and resubmit assessment. Students will be granted one attempt to resubmit, and any additional fees will be applied in accordance with the *Pioneer International College* Fees and Charges Schedule.

- A second breach will result in the requirement to re-enrol in the unit. This will be the consequence, regardless of whether it is the second instance for a particular unit or for the course overall.

- A third breach will result in a meeting between the student and the Academic Manager who will make a decision on the penalty, based on the evidence and individual circumstances. Outcomes may include suspension, or exclusion from the course or any other action as determined by the Academic Manager.

11. Course Progress and Attendance

Overseas students are granted permission to study in Australia in accordance with the requirements of the Australian Government Student Visa Program. It is essential that each student complies with the requirements of this program at all times, including those regarding course progress and attendance.

Pioneer International College ensures that all students are given comprehensive, easily accessible information about maintaining satisfactory course progress and attendance in the *Pioneer International College* Course Progress and Attendance Policy & Procedure which is available on the College website.

Under the ESOS Act, *Pioneer International College* is required to notify you and the Department of Home Affairs (DHA) if you have breached your student visa conditions as a result of having failed to maintain satisfactory course progress or if applicable, course attendance requirements.

Intervention strategies

Pioneer International College proactively monitors student progress and applies intervention strategies as soon as students are identified as being at risk of not making satisfactory course progress and / or participation. The intervention strategies that the College may be apply are detailed in the *Pioneer International College* Course Progress and Attendance Policy & Procedure which is available on the College website

12. Deferrals, Suspensions and Cancelations

The *Pioneer International College* ensures that all students are given comprehensive, easily accessible information about the *Pioneer International College* Deferrals, Suspensions and Cancelations Policy & Procedure which is available on the College website.

Student Initiated Deferment

Students wishing to defer their enrolment are advised to get in touch with the *Pioneer International College* Student Support Officer. Student Support Officer will explain students the deferment process, including student visa requirements and any financial obligations.

Requests to defer are required to be in writing and must be submitted using the "Application to Defer Enrolment" form with supporting evidence attached e.g., copies of medical certificates, air-tickets, police report etc. This form is available from *Pioneer International College* reception or by email request. Only formal deferment requests applied only via appropriate forms will be considered.

Compassionate and Compelling Circumstances

Students must demonstrate compassionate or compelling circumstances to apply for deferment from their studies. These circumstances are generally those beyond the control of the overseas student and which have an impact upon their course progress or wellbeing. These are details in the *Pioneer International College* Deferrals, Suspensions and Cancelations Policy & Procedure, which also identifies circumstances will not be considered as Compassionate and Compelling.

Cancelling an enrolment

Students wishing to cancel their enrolment are advised to get in touch with the *Pioneer International College* Student Services Officer. Student Services Officer will explain students the deferment process, including student visa requirements and any financial obligations. They will guide the students to lodge the cancellation request by providing required documentation/forms to be completed.
Students will be advised in writing of the outcome of their completed application within ten (10) business days.
It is important to note that if a student's enrolment is cancelled, that may affect their current student visa and they must refer Department of Home Affairs (DHA) for further information.

Pioneer International College Initiated Cancellation

Pioneer International College may cancel a student enrolment under the circumstances identified in the *Pioneer International College* Deferrals, Suspensions and Cancelations Policy & Procedure which is available on the College website.

In cases where cancellation of the student's enrolment is initiated by the College, students are notified in writing and given 20 working days to access the *Pioneer International College* Complaints and Appeals policy. The change in enrolment status will not be reported to Department of Home Affairs (DHA) until the internal appeals process is completed. After completion of appeals process, student's enrolment cancellation is reported to DHA via PRISMS.

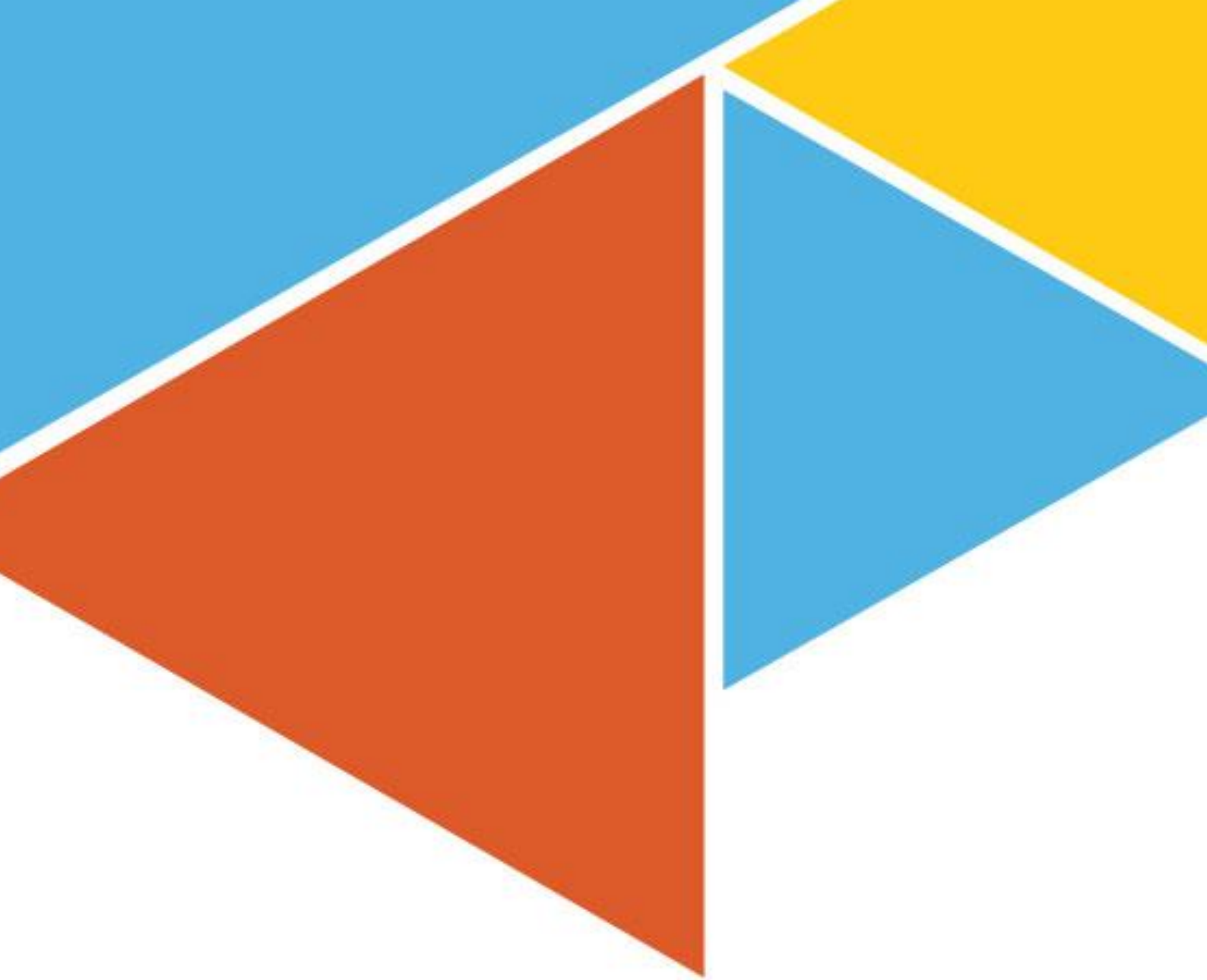
13. Fees & Refunds

In accordance with the *Pioneer International College* Fees & Refund Policy & Procedure and the Colleges International Student Agreement all commencing students are required to pay fees at the time of or after accepting a course offer. Continuing students are required to pay fee by a specified due date as reflected on their Letter of Offer.

Pioneer International College Fees & Refund Policy & Procedure is available on the College website and identifies the consequences of non-payment of fees and payment arrangements which may be available to students facing financial hardships.

14. Policies & Procedures

All *Pioneer International College* Policies & Procedures of direct relevance to students are available on the College website.



Pioneer
INTERNATIONAL COLLEGE

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