



About this Handbook

This student handbook is your “must have” guide to ECA Professional Year (ECA PY). It provides information about the course and the requirements of its governing bodies the ACS (Australian Computer Society) and DHA (Department of Home Affairs). There is information about the ECA Professional Year policies and procedures, and about your responsibilities, rights and obligations as an ECA PY student.

You will find information about the four ECA Campuses (Sydney, Melbourne, Geelong, and Brisbane), college operations, enrolment procedures, fees and payments, assessment and appeals, student services, and classrooms and other facilities.

The handbook provides information on how to resolve problems and find assistance with academic and personal questions. It also provides you with essential information on your rights and responsibilities as students, including your attendance and academic progress requirements.

Information on how to behave as a student while studying ECA PY is also provided—known as the code of conduct for students and for trainers—and the consequences of misconduct.

Lastly, you will find information about what to do in the event of a personal or family emergency and crisis, your rights to make an Internal Appeal against decisions made by ECA PY management and staff, and your right to make an External Appeal if your internal appeal is rejected.

Disclaimer

ECA PY makes every attempt to ensure that the information distributed is accurate and up to date. However, sections may be amended at any time to reflect changes in policies and procedures relating to any aspect of the Professional Year program. Persons intending to act on any information contained in the Handbook should first check the ECA PY website <http://www.professionalyear.info> and with the ECA PY staff to make sure you have the most up to date and accurate information available. The Website provides the most up-to-date and more detailed information on the areas listed in this handbook.

The information provided in this Handbook is provided in good faith but without express or implied warranty. ECA PY, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use, or reliance on information obtained from this handbook.

The Keys to Success

Perhaps the most important message we would like to convey is the benefits you receive during your time with ECA PY depend a lot on how the ECA PY team (from the General Manager through to Trainers and Student Service and Internship Officers) work with and for you. It depends on ECA PY providing the learning facilities and resources to make your learning successful. But, most of all, it depends on how much you contribute. If you work hard, cooperate and work well with your fellow students and the ECA PY team, and respect everyone for their strengths and cultural differences, you will get the maximum benefit from your enrolment.

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Welcome to ECA PY

On behalf of the ECA PY Management, Student Services and Teaching staff, I welcome you to our program, ECA Professional Year. Successfully completing the ECA PY program is a significant step in your pathway to earning sufficient points for submitting your SkillSelect expression of interest in permanent residence status.

The Education Centre of Australia Group (ECA), of which the ECA College and ECA Professional Year are constituent elements, is a modern and diverse educational institution which emphasizes innovation and excellence in educational programs across several disciplines in demand in Australia, with campuses in Sydney, Melbourne, Geelong and Brisbane. It has a strong history of providing quality career-oriented education for both undergraduates and postgraduates. The ECA Group of Colleges are fully accredited and registered with the Australian government regulatory bodies.

The group includes a higher education college for Business, Project Management and Business Information Systems (Asia Pacific International College), vocational colleges, ECA College and the Australasian College of Care Leadership and Management) an English language college (English Language School in Sydney (EL SIS) available in Sydney, Melbourne, and Brisbane, and of course the ECA Professional Year department. ECA also partners with Victoria University and Swinburne University to deliver higher education programs in Sydney and Brisbane.

ECA PY is a distinctive and very successful program, which maintains a high profile and an excellent reputation. Our experienced staff and trainers provide every student with the best educational opportunities possible.

ECA and ECA PY are strongly committed to the principles of multiculturalism and non-discrimination. We seek to provide opportunities for students to enhance their understanding of the worlds of professional employment and career building in Australia; to refine their knowledge of, and job search skills, in their industry; to participate in a professional student work experience placement; to benefit from free professional skills workshops designed to enhance students' work readiness; and to extend their friendship circles and professional networks.

I offer you a quality educational experience based on mutual respect and wish you all the best in the long pursuit of your objective of a secure and fulfilling life in Australia.

Many of the ECA PY Management and Student Services staff, and many of our trainers have travelled the pathway to Permanent Residency and Citizenship in Australia. We understand students' dreams, aspirations, and the problems they encounter. We are here to support you in your journeys down the same road.

Best wishes,



Luciano D'Ambrosi

General Manager - ECA Professional Year

ECA Professional Year: an introduction

ECA Professional Year (ECA PY) is a registered trading name of Education Centre of Australia Pty Ltd, which is an approved provider of the **ACS Professional Year Program (ACS Professional Year)** in Computing/ICT (approved by the Australian Computer Society) since 2008.

The program is designed for IT graduates (Bachelors or Post-graduate) from Australian higher education institutions, who have a Temporary Graduate visa (subclass 485) or select Bridging Visa's (while waiting for their 485 visa) and are seeking:

- a pathway from Australian university study to professional employment in Australia; and
- an opportunity to gain 5 migration points towards submitting an Expression of Interest (EOI) under the Australian Government's 'SkillSelect' immigration program. (For details on the 485 visa and SkillSelect please refer to the Department of Home Affairs website – www.homeaffairs.gov.au).

The program is delivered over a period of 46 - 52 weeks, and includes a structured sequence of:

- 256 hours of classroom course units over 32 weeks which include guidance in developing job search portfolios and competencies, Australian workplace culture, professional workplace requirements and competencies, and the experience of working in a small team simulated business project.
- a 245-hour professional Internship over a minimum of 12 weeks; and an online ACS Professional Environments course.

ECA Professional Year currently has six/seven monthly intakes for Sydney, four/five intakes per month for Melbourne and Brisbane campuses and two intakes per month in Geelong campus. Classes include students from ACS programs to provide the benefits of cross fertilization of experience and ideas, but with elements and units in which students work specifically in their own professional areas.

Completion of all course units and submission and all associated assessment tasks are compulsory, and all assessment tasks must be assessed as competent.

The Course program, modules, units and assessments are reviewed regularly to ensure that they are compliant with the requirements of ACS.

ACS Professional Year Program (ACS Professional Year)

The **ACS Professional Year Program (ACS Professional Year)** in Computing/ICT provides an additional pathway from university to employment within Australia by offering a job-readiness program to help equip you with the professional skills needed for a successful Computing/ICT career in the Australian workforce.

The PY Program is a 500-hour program delivered over a period of 46– 52 weeks, designed to foster a greater awareness of the Australian workplace and culture, and empower graduates to develop their confidence and professional skills to be successful within the Australian workforce.

All ACS Professional Year students receive one-year free ACS Membership, which provides networking and professional development opportunities. ACS orientation introduces students to the four course components and outcomes, and expectations to complete the program successfully.

ECA PY provides its ACS Professional Year students:

- a 16-week, 128-hour Entry and Advancement in the Australian Workplace, including self-paced orientation, which introduces students to 'Australian Workplace Culture and Practice'; and develops their 'Job Search Portfolio and Interview Skills', including application cover letters, resume preparation presentation and interview techniques.
- a 16-week, 128-hour Communication and Performance in the Australian Workplace component which develops students' workplace and business communications competencies and engages students in a 'Small Group Simulated Business Project' through which they develop their teamwork, project development and management, market research, reporting and presentation competencies.
- a 12-week 245-hour workplace professional internship, which provides practical ICT workplace experience in students' areas of professional expertise and interest.
- the ACS Online Professional Environments Course coinciding with their internship and which facilitates group discussion around project management, professional ethics, and risk aversion under the guidance of an ACS mentor and tutor; and

Completion of this program may provide the ECA PY graduate with five (5) points under SkillSelect, as specified by the Department of Home Affairs.

Sydney, Melbourne, Geelong and Brisbane Campuses

ECA PY operates from four campuses, located close to the central business districts of Sydney, Melbourne, Geelong and Brisbane.

Sydney Campus is located at Level 4, 1-3 Fitzwilliam St, Parramatta, NSW 2150 in a wonderful part of the city. It is close to trains and buses, cultural and entertainment venues, shops and entertainment precincts.

- 2 minutes' walk from Parramatta railway station and bus routes
- 1 minute walk from Westfield Parramatta
- 12 minutes' walk to Parramatta Park
- 5 minutes' walk to The New South Wales Lancers Memorial Museum
- 14 minutes' walk to Old Government House
- 40 minutes by train to Circular Quay, Opera House, and Sydney harbor

Melbourne Campus is also centrally located on Level 7, 399 Lonsdale St, Melbourne. It is close to all CBD amenities, entertainment, and sporting venues.

- Tram stops outside the building.
- 2 minutes' walk from Melbourne Central station and Bourke Street Mall shopping district
- 5 minutes' walk to Chinatown 15 minutes' walk to Federation Square art precinct
- 15 minutes by tram to the National Gallery of Victoria
- 20 minutes from Southbank theatres, restaurants, and casino
- 20 minutes by tram to St Kilda Beach and world-famous Melbourne Cricket Ground

Geelong (Regional Campus) is located at Deakin University Geelong Waterfront Campus, 1 Gheringhap Street, Geelong, Victoria 3220. It is close to all CBD amenities, entertainment, and sporting venues.

- Geelong Train Station is a 5-minute walk.
- 5-minute walk to Westfield shopping Centre
- Classes delivered in the state of art Deakin university classrooms and access to all facilities.
- 1 hour drive from Melbourne CDB

Brisbane Campus is located on Level 3, 269 Wickham Street, Fortitude Valley QLD 4006, which is 5 minutes to the city and is very close to transport, parks and universities.

- 2 minutes' walk to Fortitude Valley train station
- 2 minutes' walk to Bus Station
- 2 minutes' walk to the vibrant Fortitude valley eating and shopping precinct.
- 5 minutes' bus ride to the City Centre
- 45 minutes by train to Gold Coast
- 40 minutes' drive to Theme Parks (Movie World, Dream World, Sea World)

Sydney, Melbourne and Brisbane classrooms and facilities are in refurbished buildings with air conditioning, spacious classrooms and computer labs, Wi-Fi and all the necessary audio-visual equipment for effective classroom learning.

The student library facilities and comfortable student relaxation areas are located on every ECA PY premises. There is a wealth of different ethnic foods available nearby, and there are facilities for students to bring their own food. The student lounge includes kitchen facilities, microwave ovens, refrigerator, snack vending machines, etc. and areas for students to socialize and relax outside of study time.

The ECA PY Facebook and Twitter pages and noticeboards in the halls and classrooms provide students with updates on student services, activities and information about recreational events and facilities in Sydney, Melbourne, Geelong and Brisbane.

Essential Website and IT Services

While you are a student, your key sources of information will be the ECA PY website, <https://www.professionalyear.info/>, and Canvas <https://py.instructure.com/login/canvas>. The best way for you to contact Student Services will be via email at: pystudentservices@eca.edu.au.

The ECA PY Website (<https://www.professionalyear.info/>) provides links to:

1. **About:** ECA Professional Year, Frequently Asked Questions and testimonials.
2. **ECA PY Courses:** Information regarding ECA Professional Year, Internships and value-added workshops.
3. **Documents and Forms:** for our Policies and Procedures, Application and general administration forms.
4. **Apply:** for a guide to applying, Course Intake Dates and on-line application form.
5. The **ECA Professional Year Brochure**; and
6. The ECA PY **Student Handbook**.

While you are studying at ECA PY, you will need to have ready access to the ECA PY **RTO Manager Student Portal** and the **ECA Learning Management System (Canvas)** to:

1. Access your personal and academic details (RTOM).
2. Update your address and contact details as soon as they change (RTOM).
3. View, upload and submit your assessments and receive communication relating to reassessments (Canvas); and to
4. Check Trainer's feedback on your academic results (Canvas).

Student Portal (RTOM)

RTOM Manager (RTOM) is an interactive online Student Management System, which assists students to:

- update their contact details, change password and send messages to trainers, student services and academic officers.
- access important documents

- keep a track of their attendance and class timetable.
- check their accounts (fee payments); and
- check their attendance.

Students can access the ECA PT Student Portal on the following link:

<http://ecapyp.rtomanager.com.au/>

Students will then have to log on with your student ID and password, which will be sent to you prior to your Orientation.

CANVAS

ECA Professional Year also uses an online Learning Management System - Canvas. Students can access study materials and activities, submit assignments and online quizzes, communicate with Trainers and collaborate with other students via this platform.

Our objective is to deliver students at ECA PY a functional and engaging online space to learn, enhance skills and be a part of the transformation process. Canvas enables students to:

1. complete the self-paced ECA PY Orientation online prior to the first day of class.
2. view, upload and submit assessments.
3. receive academic feedback from PY Trainers.
4. communicate with PY Trainers and classmates.
5. check PY Trainers' feedback on academic results.
6. access course material and other important documents; and
7. access the ECA PY Student Lounge, which is an online student community space within Canvas.

Instructions on how to access Canvas for your self-paced ECA PY Orientation will be provided via email prior to your first day of class and will be available from students' PY Trainers.

BYOD Policy

- Students must bring their own device (computer or a tablet, except mobile phones) for classwork.

Computer Lab Usage Rules

- ECA PY computer lab facilities are provided for use by registered ECA PY students and staff. Other people may be allowed to use ECA PY computer lab facilities at the discretion of the Head of Colleges.
- Keep noise levels to a minimum, refrain from loud conversations.
- Misuse of computer lab facilities, removal of material or equipment without permission, or unauthorized access through a computer network is not allowed.
- Interruption to any ECA PY service is not allowed.
- Storing or transmitting offensive materials on any College Computer System is not allowed.
- Consumption of food or drink in labs is not allowed.
- Installation of any software, games or any other material on any College Computer System is not allowed.
- Changing the settings of college computer systems is not allowed.
- Internet service is provided only for educational purposes. Any other use of Internet service is not allowed, including downloads.
- Watching movies and playing games on college computer systems during class hours are not allowed.

- College holds full rights to refuse any student access to the ECA PY lab.
- Internet service may be restricted to certain students during a certain time.
- Whilst using the facilities of the College computer lab you are expected to show consideration for other users.
- Disciplinary action will be taken against those students who fail to comply with these regulations.

Public Holidays

ECA PY is closed on public holidays, and for two weeks over the Christmas New Year period. Students will be notified of the dates for these and other course breaks.

There are several other things you should remember to make your time with ECA PY as rewarding as possible:

1. Do not leave valuables unattended. ECA PY does not accept responsibility for any damaged, lost or stolen items.
2. In the case of emergency, please follow the instructions given by your trainers or by the floor warden; and
3. Always follow the rules displayed on noticeboards, in class rooms, computer labs, and near facilities, such as printers, photocopiers, vending machines, etc.

Please remember, if you need any assistance or have any enquiries, please ask at reception or email our Student Services Officers at pystudentservices@eca.edu.au. If you need to talk to any staff member, please see the lists of Sydney, Melbourne, Geelong or Brisbane Campus staff contacts towards the end of this document.

Applications and Enrolment

Students seeking to enroll in the ECA Professional Year program have to apply using the online **ECA Professional Year Application Form** located on ECA PY RTO Manager and accessed on the ECA Professional Year Website, <https://www.professionalyear.info/>. Students may apply through an approved ECA Education Agent, at an ECS Professional Year Campus, or directly online.

ECA PY has approved educational agents who promote ECA PY's courses to prospective students. Prior to enrolment, agents are responsible for providing prospective students with information, which is also outlined on the ECA PY website, about the program structure and requirements, policies and procedures.

If the application is being assisted by an Agent or ECA PY Admissions, they are required to provide information about:

- the ECA Professional Year ACS PROFESSIONAL YEAR programs.
- Internship requirements.
- requirements for and conditions of enrolment.
- program duration starts and completion dates.
- ECA campuses and facilities; and
- fees and their payment system.

The Agent or ECA PY Admissions is also expected to check the accuracy of information provided by the applicant and ensure that the following forms are uploaded with the application:

- passport biodata page.

- 485 Skilled Graduate Visa OR valid Bridging Visa.
- university academic transcript verifying completion of their bachelor's or Master's Degree course with a minimum of two years of study in an Australian university;
- university completion letter verifying completion of their course after a minimum of two years study in an Australian university; and
- an IELTS score of 6.0 overall and with no band under 6.0 undertaken in the three years immediately prior to enrolling, OR a PTE score of 50 overall, with no bands less than 50 considered valid until the "Scores Valid Until" date provided on the PTE Score Report ELTS conversation is located on ECA PY RTO Manager in the provided link <https://ecapyp.rtomanager.com.au/Publics/PublicPages/DocView.aspx>

If the applicant is making their application without the assistance of either an Agent or ECA Professional Year Admissions Team, they are responsible for accessing and reading the required information and submitting an accurate and honest application with all the required documentation.

All Applicants must be interviewed prior to their enrolment to:

- provide them with all the program and provider information and requirements.
- explain the applicant obligations and documentary requirements listed above; and to
- verify their documentation.

On receipt of the online application, the applicant is issued with a **Professional Year Provisional Offer of Enrolment** indicating that:

- their application has been received.
- if all documentation and eligibility requirements are met, they will receive a full **Professional Year Offer and Acceptance Agreement** normally within two working days;
- indicating course, campus and the provisional start date and fee summary; and
- If their documentation is incomplete and their eligibility cannot be confirmed, they will be sent a request for further information/verification before a full **Professional Year Offer and Acceptance Agreement** can be sent.

Application Forms together with the certified documents are assessed by an Admissions Officer to determine whether the applicant meets the relevant entry requirements, and whether a full **Professional Year Offer and Acceptance Agreement** should be sent.

The **Professional Year Offer and Acceptance Agreement** specifies Course, Campus, scheduled start date, fees and payment details and the "Conditions of Acceptance".

These procedures will normally be completed within 2 working days.

On receipt of the **Professional Year Offer and Acceptance Agreement**, the applicant must sign the Conditions of Acceptance, make arrangements for their first fees payment via the direct debit system, and return the required documentation to ECA Professional Year admissions.

On receipt of this documentation ECA Professional Year Admissions will verify documents and fees payment, confirm the applicant's enrolment as "Enrolled", and send the student a confirmation letter indicating the commencement date (Orientation Day) for their program.

The confirmation process normally will be completed within 2 days of the student accepting the offer.

The following information is included in RTO Manager:

- student's full name as on passport, gender, date of birth, nationality, country of birth, and contact details.
- course title (ACS PROFESSIONAL YEAR).
- visa status and Passport pages.
- program start date.
- program end date.
- total course fee.
- fee paid in advance and payment schedule.
- English test type and score.
- academic qualifications; and
- conditions of enrolment.

ACS PY students are required to submit their signed acceptance with confirmation of their first fee payment at least three working days prior to their desired start date so that ECA Professional Year Admissions can confirm their enrolment and formally notify ACS of all program cohort enrolments two business days prior to program commencement.

All ACS PROFESSIONAL YEAR signed acceptances with confirmation of their first fee payments received three or more working days prior to the desired start date will be fully processed and ACS will be notified of all cohort enrolments no later than two (2) working days prior to program commencement.

ACS PY applicants who submit their signed acceptance with confirmation of their first fee payment later than three days prior to but before the commencement date (Orientation Day) will be offered either:

- Enrolment in the next scheduled commencement date; or
- Late enrolment in their preferred commencement date, with responsibility to pay the ACS late enrolment fee.

When there are no class places available to place an ACS Professional Year applicant on their preferred commencement date, the applicant will be offered enrolment in the next available cohort class commencement date.

Potential students are required to attend a Pre-Enrolment Interview and undergo a document check before being granted admission. Once enrolled, students must complete their online Orientation, which is accessible via Canvas.

Leave of Absence: Deferral & Suspension of Enrolment & Cohort Transfer

If a student whose enrolment has been confirmed wishes to defer their program commencement, they must submit an online request.

If a deferral application is submitted before the cohort intake date and a place is available in their nominated deferred cohort intake, ECA PY Student Services will defer their program commencement to that cohort intake. If a place is not available in that intake, the student will be advised and offered a place in the next available cohort. Fees apply for this.

A student who has been granted leave on grounds of compassionate and compelling circumstances (see [ECA PY Student Attendance and Leave Policies and Procedures](#)) will be able to make up the missed class work without suspending their enrolment if the Leave is for up to two (2) consecutive classes duration and the student has positive assessments and academic reports from their trainer.

The students will have to undertake additional/make-up work supervised by a trainer and, if they have trouble, will be referred by their trainer to the Director of Studies for further academic support. The Director of Studies is responsible for organizing additional tuition/classes for students having trouble meeting and/or making up with their academic progress requirements.

A student who is granted leave will have their enrolment suspended for the duration of their leave if the leave is:

- for three (3) or more consecutive classes; or
- if the Leave is for fewer than two (2) consecutive classes but the student has poor academic performance.

A student whose enrolment is suspended because of being granted leave will, on the completion of their leave, have their enrolment transferred to a later cohort in which they will resume their course where they commenced their leave, and complete their course.

All students whose enrolment is suspended and transferred to a later cohort will have their course completion and graduation dates postponed to those of the later cohort.

All approved leave and consequent changes of cohort and course completion date will be recorded in RTO Manager and reported to ACS (via the [ACS PY Transfer Application](#) form).

If an ACS PROFESSIONAL YEAR student's suspension of enrolment and cohort transfer impacts on the commencement and/or completion date of their ACS online PE Course, ECA Professional Year Student Services must submit an online [ACS PY Transfer Application](#) form.

If an ACS Professional Year student's suspension of enrolment and cohort transfer impacts on the commencement and/or completion date of their ACS online PE Course, and the [ACS PY Transfer Application](#) form is submitted more than 14 days prior to the ACS online PE Course commencement a \$300 Cohort Transfer Fee will be imposed on the student to meet the costs associated with ACS reassigning the student's PE course.

If an ACS PROFESSIONAL YEAR student's suspension of enrolment and cohort transfer impacts on the commencement and/or completion date of their ACS online PE Course, and the [ACS PY Transfer Application](#) form is submitted less than 14 days prior to or after the ACS online PE Course commencement a \$900+GST Cohort Transfer Fee will be imposed on the student to meet the costs associated with ACS reassigning the student's PE course.

Transfer, Withdrawal and Cancellation of Enrolment

If an enrolled ECA PY student wants to transfer from their current to another ECA PY Campus (for example, from Sydney to Brisbane or from Brisbane to Melbourne) they can apply for a campus transfer by submitting the online [ECA PY Change of Class/Campus Application](#) on RTO Manager; however, neither ECA PY nor any of the involved governing bodies, guarantees that a student's application will be approved. Students will be liable to bear all the consequences if their application isn't approved.

Students may be offered a campus transfer to ensure continuity in their program. The transfer may take place at a time when the student can move and resume their study in the same unit. If this necessitates a change in cohort and a consequent deferral of the Internship (and in ACS PROFESSIONAL YEAR student's enrolment in the ACS online PE Course), and in graduation the necessary report and fees will be managed by Student Services.

If an ECA Professional Year student decided to discontinue at any time after their enrolment is confirmed, they must submit an [ECA Professional Year Course Withdrawal and Refund Application Form](#).

On receipt of an application to withdraw and for a refund, ECA Professional Year Student Services will cancel the student's enrolment, notify the program principals (ACS), and refer the Refund Application to the Accounts Officer for determination in accordance with ECA Professional Year Refund Policies and Procedures.

If a student is granted leave on compassionate and compelling grounds and that leave is for an unspecified extended period, their enrolment will be cancelled on the understanding that when s/he is able to resume their ECA Professional Year program, their enrolment will be renewed if they have a valid VISA covering the remaining program, and they will resume their studies in a later cohort at the same point of progress as when their leave commenced.

When a student's enrolment is cancelled under these circumstances ACS will be informed and arrangements for their internship and, for ACS PROFESSIONAL YEAR students, ACS online PE Course enrolment suspended pending the renewal of their Enrolment. ACS PROFESSIONAL YEAR students will be charged a fee for the change in their online component.

Students' enrolment in ECA PY (ACS PROFESSIONAL YEAR) will be cancelled if:

- they withdraw from the program before it is completed.
- Department of Home Affairs rejects their application for a 485 Skilled Graduate Visa: or
- they fail to meet with program requirements relating to attendance, academic progress and/or behavior (see [ECA Professional Year Attendance and Leave Policies and Procedures](#), [ECA Professional Year Academic Progress Policies and Procedures](#), [ECA Professional Year Withdrawal and Refunds Policies and Procedures](#), and [Remote Learning Guidelines and Code of Conduct for Students](#)).
- Leave is taken without notice to ECA.
- A student is found to be, or have been, overseas without approval at any point of their enrolment.
- Student fails to pay fees.
- Students fail to respond to internship or student services teams within timeframes.

ACS will be informed of all cancellations of enrolment in accordance with the established reporting requirements (see [ECA Professional Year Reporting to External Governing Bodies Procedures](#)).

Fees and Charges – Methods of Payment

Fees

Up-to-date information on course fees is available on the **How to Enrol** link on the ECA PY website at <https://www.professionalyear.info/> Please be aware that, in addition to course fees, there are a few Administration Fees and Charges you will have to pay (see below).

ECA PY will accept several payment methods. Details of how to pay will be included in your Letter of Offer, but there are several ways you can pay, including:

- Bank Transfer to ECA, account details available on offer letters; and
 - Ezypay Direct Debit form issue with offer letter, which is also available on the ECA PY website.
- Please be aware that cash payments will NOT be accepted.**

Once we have received your payment and signed the enrolment agreement, we will email your electronic confirmation of enrolment (eCoE) to you.

ECA PY Administration Fees

In addition to your course fees there are several Administration Fees and Charges, listed in the table below:

Type of Fee or Charge	Fee
Leave Fee	\$250
Late Enrolment Fee	\$300
Withdrawal Fee	\$300
ACS PY Class Change and Admin Fee	\$300
Make-up Class Fee	\$75 per class
Late Internship Fee	\$242
ACS Re-enrolment Fee	\$1000
Debt Collection Fee	10% of Debt
Certificate Postage Fee	\$30
Certificate Reprint Fee	\$20
Fee Extension Fee	\$50 per week
Ezypay Failed Fee	\$9.70 + surcharges
Payment Method Dishonoured	\$50
Leave Without Notice Fee	\$500

Refund Policy

ECA Professional Year operating as a trading name of Education Centre of Australia Pty Ltd (a Registered Training Organisation), is an authorised provider of both the Australian Computer Society.

ECA Professional Year applicants must accept and sign the Terms and Conditions of Enrolment in the Application Form as a precondition of their enrolment in the ECA Professional Year Course, thus creating a binding contract between the student and Education Centre of Australia Pty Ltd trading as ECA Professional Year. ECA Professional Year Refund Policy applies to all ECA Professional Year enrolled students, students seeking to withdraw and withdrawing from the course, and to students whose enrolment has been cancelled by ECA Professional Year for failure to meet course requirements.

ECA Professional Year Refund Policy refers to tuition fees paid and/or owing, and not to any associated enrolment fee or materials fees, which are not refundable.

Neither this policy nor students' right to submit internal and external appeals relating to this policy remove students' rights to act under Australia's consumer protection laws.

Provider Default

ECA Professional Year will refund all paid tuition fees if:

- it is unable to commence or complete the course in which a student has enrolled and fails to offer a suitable alternative class or cohort; or
- it refuses a student's application for enrolment after the course fee has been paid.

Visa Issues

- If an applicant who has applied for but is awaiting the granting of a Temporary Graduate Visa (subclass 485), and who has been enrolled on a conditional basis, subsequently has their visa application rejected, that student cannot complete the course and is required to inform ECA Professional Year of the rejection. Their enrolment will be cancelled, and the student will be entitled to a fee refund based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.
- If a student withdraws from ECA Professional Year because their visa status has changed (cancellation of subclass 485 visa or change of subclass), they will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

Letter of Assessment Issues

- If an applicant who has applied for but is awaiting a Letter of Assessment from their governing professional body is enrolled on a conditional basis, and their Letter of Assessment application is subsequently rejected the student is required to inform ECA Professional Year of the rejection. As the student cannot complete the course their enrolment will be cancelled, and the student will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

Compassionate and/or Compelling Circumstances

- If a student applies for and is granted a withdrawal from the course on the grounds of compassionate and/or compelling circumstances such as serious medical problems, that student will have their enrolment cancelled and will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.
- ECA Professional Year reserves the right, in cases of demonstrated compassionate and compelling circumstances, to make individual payments to students considering their individual circumstances.

Change of provider

- If a student applies for and is granted a withdrawal from the course on the grounds of their demonstrated need to change provider, that student will have their enrolment cancelled and will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

Cancellation of Enrolment for non-compliance

- If a student's enrolment is cancelled for non-compliance with course requirements (such as unsatisfactory attendance, unsatisfactory academic performance) and/or ECA Professional Year requirements (such as non-payment of fees, breach of student code of conduct), they will not be entitled to any fee refund and will remain liable for unpaid fees.

Withdrawal and Cancellation Refunds: 100% Fees Paid Up-front

- Upon receipt and approval of a Withdrawal and Fee Refund Application, ECA Professional Year will provide a refund to students who have paid all their fees up-front and prior to the intake census date.
- The amount that will be refunded, to the party who made the payment, will be determined by the date of the withdrawal, as shown in the table below:

Up-front Fees Payment Refunds	
Date of Withdrawal/Cancellation	Refund
Before CoE issued	100% of paid tuition fees
10 working days after Intake Date	75% of paid tuition fees
After 10 working days from Intake Date, but by Week 10 of the Course	50% of paid tuition Fees
After Week 10 of the Course	No Refund

Withdrawal and Cancellation Refunds: Instalment Payments

- Upon receipt and approval of a Withdrawal and Fee Refund Application, ECA Professional Year will provide a refund, if applicable, to students who have elected to pay their fees in instalments.
- ECA Professional Year agrees to credit their tuition fee balance, with the balance of tuition fees payable to ECA Professional Year upon notification to the student, if applicable.
- The balance of tuition fees due will be determined by the date of the withdrawal, as shown in the table below:

Instalment Payment Refunds and Liabilities	
Date of Withdrawal/Cancellation	Refund/ Payment Due
Before CoE issued	100% Refund of any paid tuition fees
10 working days after Intake Date	Payment Due (25% of Course Fees Less Paid Fees)
After 10 working days from Intake Date, but by Week 10 of the Course	Payment Due (50% of Course Fees Less Paid Fees)
After Week 10 of the Course	Payment Due (100% of Course Fees Less Paid Fees)

Refund Procedures

Students seeking a refund of ECA Professional Year tuition fees should submit a completed **Course Withdrawal and Refund Application Form**, with the required supporting documentation.

The application will be registered, processed and determined within the following time frame:

- Decision of withdrawal (if applied for) within 10 working days (2 weeks).
- Decision on refund within 10 working days (2 weeks) from application, or from withdrawal approval
- Refund payment within 10 working days (2 weeks) of refund decision notification.

Assessment Policies, Procedures and Processes

Professional Year Assessment is Competency based and a variety of assessment activities and tasks are used to assess students' competency in each unit of competency, including:

- Written activities
- Observation/demonstration
- Learner Workbook activities
- Major group project and report
- Skills and knowledge review
- Case studies
- Simulations and role plays
- Individual and group presentations
- Interviews
- Teamwork activities and projects
- Quizzes.

Student Responsibilities and Liabilities

All assessment tasks must be assessed as competent, and failure to meet this requirement will mean that a student has not successfully completed the course and will not graduate.

- Students are responsible for downloading, completing and submitting their work for assessment as directed in an appropriate form and in a timely manner.
- All text-based assessment tasks must be downloaded from the Canvas Portal, and all completed tasks must be uploaded and submitted on the Portal; and
- All group project and team-based assessment tasks require the full and equitable participation and contribution of all group/team members.

Trainers have the prerogative to require students to re-submit any assessment task that does not confirm to these requirements, and they will have one week to resubmit. If the task is not re-submitted, it will be treated in accordance with the below rules relating to late submission and non-submission.

Students who fail to participate in group/team assessment projects and tasks fully and equitably may be required by their trainer to undertake additional work to demonstrate their competency.

Late Assessment Submission

Students who fail to submit their assessment tasks by the end of the related course module are identified for the following interventions:

- One Week Late: A Verbal Warning from PY Trainer.
- Two Weeks Late: A Written Warning from the PY Trainer.
- Three Weeks Late: Escalate to PY Coordinator for student counselling and document official warning.
- Four Weeks Late: Missed Assessment (see below).

Missed Assessment Tasks

If a student misses an assessment task due to significant absence caused by demonstrated compassionate and compelling circumstances sufficient to approve leave, the student will be required to make up that work and may be required to defer the completion of their course and graduation in accordance with ECA Professional Year policies on attendance and leave.

Where a student knows beforehand that they will be unable to attend an assessment task, it is their responsibility to inform their trainer of the circumstances and make alternative arrangements prior to the date of the assessment.

If the reason for missing an assessment task is due to an absence of lesser duration (for example, missing an assessment job interview or not attending for an individual or group presentation) the student must provide a reasonable and verifiable explanation. For example, for illness, a medical certificate must be provided.

If the student provides a medical certificate or an acceptable explanation is provided, alternative assessment arrangements will be made.

If the student does not provide an acceptable explanation for missing an assessment an 'NYC' will be recorded for that unit and they will be expected to complete the assessment task at a time determined by the trainer.

Assessment Procedures

- Trainers assess each student as Competent (C) or Not Yet Competent (NYC) for each assessment task, provide feedback (individual or collective), and record the result within one week of submission.
- The Trainer will save students' marked assessments with comments in softcopy in Canvas in the week following the provision of feedback to the student/s. Where in hard copy form, the marked assessments will be scanned and saved.
- Students are given a chance to resubmit or re-sit for a re-assessment for any assessment deemed to be NYC.

Assessment Results and Consequences

As indicated in the previous sections students' submitted assessment tasks are assessed as either Competent or Not Yet Competent (**C or NYC**).

Re-assessment

Students who receive an **NYC Assessment** will be given constructive feedback within one week of the assessment being submitted and will be given an opportunity to respond to the feedback and **re-submit** the amended assessment task for **re-assessment**. A date will be set by the Trainer for the re-assessment.

Second Opinion Assessment

Students who are dissatisfied with their Trainer's assessment or re-assessment decision may submit their work to the Program Coordinator/Academic Manager /Director of Studies for a **Second Opinion Assessment**, which must be conducted by another Trainer appointed by the Program Coordinator/Academic Manager/Director of Studies.

Internal Appeal

If a student remains dissatisfied after receiving the outcome from the Second Opinion Assessment, they may submit an **Internal Appeal** relating to their Trainer's decisions on assessments or re-assessments. Appeals will be investigated by the Program Coordinator/Academic Manager/Director of Studies and escalated to the General Manager – ECA Professional Year for input or review.

Academic Appeals

Academic appeals relating to decisions made on assessments, reassessments and repeating of subjects must be lodged using the Appeals Form online within 10 working days of the decision is communicated to the student. Students are encouraged to check the Student Access on Canvas regularly for updates to their results and feedback provided by their Trainer/Assessor.

Students At-risk and Support Services (Academic and Personal)

Education Centre of Australia understands that sometimes students may face circumstances and difficulties, which impact on their academic work, resulting in them having trouble in maintaining satisfactory results.

Students who experience such difficulties are encouraged to seek support through their Trainers, the PY Coordinator/Academic Manager/Director of Studies and Student Services Officers. If Trainers identify a student experiencing such difficulties, they are encouraged to approach the student with a view to providing them with appropriate support and assistance.

If the problems are personal, students can be referred for counselling.

If the problems are more academic (including failure to secure competent assessments) Trainers are encouraged to provide initial one-on-one tutorial support designed to identify and address the specific problem/s.

This **In-class Academic Support/Intervention** is conducted during normal class hours and entails:

- discussing the academic problems leading to unsatisfactory progress.
- identifying the probable reason(s) for the student's difficulties; and
- providing additional advice and employing strategies to overcome those difficulties.

If this in-class support and intervention fails to adequately address the student's problems, Trainers may refer the case to the Program Coordinator/Academic Manager/Director of Studies, who will interview the student and, if required, make arrangements for appropriate additional **Out-of-class Academic Support/Intervention** sessions at a time convenient for both the Student and the Trainer.

Study Plan

If a student has missed a significant amount of class work and assessment tasks due to absence of approved compassionate leave, that student will have to negotiate and agree with a Study Plan. The Study plan will be designed so that the student will:

- resume their classes at the stage in the course where their absence/leave started.
- be able to successfully complete their Professional Year with satisfactory attendance; but may be required to defer the date of their course completion and graduation.

Assessment Moderation and Validation

Monitoring and moderation of Trainers' assessments of students submitted work plays a crucial role in ensuring that processes of assessments and assessments comply with the:

- Principles of Assessment (validity, reliability, sufficiency and equity).
- Assessment Procedures and Requirements; and
- Trainer/Assessors' Code of Practice.

Systemic Assessment Moderation is undertaken on a quarterly basis and, if a need is identified for a more specific unit or assessment task moderation, further assessment validation will occur.

Assessment Validation is undertaken by the ECA PY Validation Committee, which consists of:

- the ECA Professional Year General Manager.
- the campus PY Coordinator/Academic Manager/Director of Studies; and
- four Trainers (one from each campus)

Assessment Tools are examined to ensure they meet the principles of validity, reliability, sufficiency and equity; and provide students with the opportunity to provide evidence, which is accurate, verifiable, relevant, current and sufficient.

Plagiarism/ Cheating

Assignment work must be substantially a student's own work and it is unacceptable to collaborate with fellow students to the extent that the work of the assignment is partitioned amongst a group of students, assembled, and presented by each participating student, effectively claiming it to be all his or her own work. This does not prohibit students from discussing the nature and underlying theory of the assignment with other students or academic staff. However, ultimately the work a student submits must be substantially his/her own.

Plagiarism is someone else's solution to the assignment, either wholly or partially. Attempts to disguise such plagiarism by cosmetic changes will be detected and considered as plagiarism. It is an offence to be in possession of someone else's file or printout, with or without the permission of the owner of that file or printout. A student who permits others to have access to their assignment material is equally guilty of plagiarism.

Where it is suspected that a student is cheating, the PY Trainer will take note of the form the misconduct takes. If the cheating is by way of notes, the notes will be confiscated, and the student will be asked to leave the exam room. The student will be advised that they have failed to be competent in that component of the assessment.

A **Warning Letter** will be sent to the student at their specified address to formally notify them of the failure and that any further breaches will result in the student being expelled.

Evidence confiscated, or notes taken by supervisor will be kept on the student file. This is to ensure that, if any further instances occur, appropriate action can be taken. Where more than one instance of cheating is noted, the College reserves the right to expel the student.

Attendance Requirements and Policies

Attendance monitoring, and intervention is on the whole of course and whole of Internship basis, with clearly identified responsibilities for Trainers, Academic and Student Services staff, and Internship Compliance Managers.

ECA Professional Year classroom-based coursework components total 256 hours of classes delivered over 32 teaching days of 8 hours each day. Those class days are constituted by 2 terms of 16 weeks each.

It is compulsory for students to complete their self-paced online Orientation prior to class commencement. Students who fail to complete their Orientation will not meet ECA Professional Year requirements and will not be able to graduate.

Students must attend 100% of formal term class hours (256 hours) and are required to attend 100% of the scheduled class contact hours for the course. If students fail to attend a minimum of 256 hours of term classes, they will not meet ECA Professional Year requirements and will not be able to graduate.

Students' classroom attendance is directly recorded by the class trainers in RTO Manager.

RTO Manager Reports are produced every second week by Student Service Officers responsible for enrolments and interventions, to identify students whose attendance for the course has fallen within or below specified intervention triggers.

Specific interventions are triggered when:

- a student has been absent for 16 hours or two full day classes (or equivalent half days) without satisfactory explanation (1st Attendance at Risk Warning).
- a student's attendance falls in the 'At Risk' category of 32 hours or 4 full day classes (or equivalent) absent resulting in an 80-86% attendance for the 32 class weeks (2nd Attendance at Risk Warning); and
- a student's attendance falls within the 'Unsatisfactory' category of (32+ hours or more than 4 full day, or half days equivalent, classes absent resulting in a below 100% attendance for the 32 class weeks (Attendance Unsatisfactory, Intention to Cancel Enrolment).

Students are expected to submit all medical certificates for health-related matters directly to a Student Services Officer, who is responsible for the verification and uploading of certificates onto RTO Manager.

Absences caused by illness verified by medical certificates are recorded as absent.

Students whose attendance falls within the 'unsatisfactory' category (six or more classes/days absent) because of validated illness may apply for special leave on compassionate grounds.

When a student is granted special leave in accordance with ECA Professional Year policy and procedures on compassionate grounds, that student's enrolment will be temporarily suspended, to be transferred to a later cohort for the resumption of study at the same stage of progress at which their leave came into effect, thus ensuring that all units of the course are completed.

Arriving late for any class session will result in a student being recorded as absent for that class session, and class time missed will be incorporated in calculations of the number of days/hours absent.

Attendance Interventions

Extended Absences. Trainers are responsible for identifying and counselling any of their students who fail to attend two or more consecutive weeks of classes (16 hours) without providing the Trainer or Student Services with any satisfactory explanation.

Trainers will contact such students to:

- identify the reasons for the student's absence.
- remind them of their attendance requirements.
- provide initial counselling where appropriate.
- refer for further counselling/professional support where appropriate.
- decide for the student to undertake make-up work; and
- where necessary refer the student to the Program Coordinator/Academic Manager/Director of Studies for supplementary classes.

The Student Services Officer with responsibility for enrolments and interventions is responsible for running RTO Manager attendance reports to monitor attendance, identify students whose attendance places them in any of the 'At Risk' or 'Unacceptable' attendance intervention categories, and initiating appropriate interventions.

Attendance 'At Risk'. A student's attendance is deemed to be 'At Risk' if they have been absent from two classes/days (16 hours) without approved leave (and associated enrolment suspensions and transfers).

Students whose attendance is 'At Risk' are sent an RTO Manager generated [Attendance at Risk Warning](#) letter requiring them to make an appointment with the responsible Student Services Officer within seven (7) days to:

- discuss the reasons for their absence.
- be referred to their Trainer or Program Coordinator/Academic Manager/Director of Studies for supplementary class work; and
- If required, referral for further professional counselling and advice.

Students who fail to respond to the letter within the required time will be telephoned by the Student Services Officer and, if need be, further steps will be taken to establish contact with the student.

RTO diary entries of such interventions are maintained by the officers contacting them.

Attendance Unsatisfactory. If a student fails to respond positively to first and second stage interventions, and they miss more than 4 classes/days (or 324+ class hours) without approved leave, their attendance will be classified as unsatisfactory. It will be impossible for them to attend the required minimum 100% of class time.

The Student Services Officer sends an RTO manager generated [Unsatisfactory Attendance Intention to Cancel Enrolment](#) letter to all students with unsatisfactory attendance.

The [Unsatisfactory Attendance Intention to Cancel Enrolment](#) letter will inform the student that:

- their maximum potential attendance has fallen to or below the required minimum of 100%.
- they have failed to respond positively to previous intervention initiatives.
- ECA Professional Year intends to cancel their enrolment and report this to the external governing organization's bodies.
- They have a right to lodge an internal appeal, within five (5) working days from the date of the email, against their enrolment being cancelled.
- if they fail to appeal their enrolment will be cancelled; and
- If they appeal, they must maintain satisfactory attendance until the outcome is determined.

The letter will also inform the student of the procedure for entering the internal appeals process by submitting a completed [ECA Professional Year Student Appeal Form](#), and of the possible grounds for an appeal, namely, demonstrating that:

- ECA Professional Year had not made the attendance policies and procedures available to students.
- ECA Professional Year did not record or calculated the students' attendance correctly.
- ECA Professional Year had not implemented its intervention and support strategies in accordance with its documented policies and procedures.
- there existed demonstrable compassionate and/or compelling circumstances, which caused the student's attendance to fall below the required minimum percentage, accompanied by an application for special leave of absence based on those circumstances; and/or
- The student had previously submitted validated medical certificates relating to the unsatisfactory attendance along with an application for special leave based on those illnesses. Please note that a medical certificate must state 'unfit for studies' or 'unfit for usual occupation'. A medical certificate stating 'unfit for work' is not acceptable.

If a student appeals against their enrolment being cancelled, their enrolment will be maintained, and the student will be expected to maintain satisfactory attendance throughout any appeals process.

All student appeals against being reported for unsatisfactory attendance will be registered, investigated and determined in accordance with ECA Professional Year's [Complaints and Appeals Policy and Procedures](#).

A student with 'Unsatisfactory Attendance' will have their enrolment cancelled if that student:

- fails to enter the appeals process within 5 working days of being sent an Intention to Report Email: or
- withdraws from an initiated appeal process before resolution; or
- The appeals process is completed and results in a decision against the student.

If a student successfully applies for special leave and/or successfully appeals against having their enrolment being cancelled, they will be expected to make up for the lost class time and successfully complete all units of study, resulting in a suspension and transfer of enrolment to a later cohort and deferred Internship, online PE course (for ACS Professional Year students), course completion and graduation dates.

[Make-up Classes](#)

When a student misses their class due to any reason, even when the student has approved leave, the student must attend make up classes to make up for the missed hours.

The policy around make-up classes is that:

- Students must attend 100 % of the class hours.
- a student who misses any class will have to make up for the missed hours by attending make up classes arranged by the academic and student services team.
- an approved leave doesn't waive off the make-up class requirements; however, any fee involved for the same will be waived off when there's an approved leave.
- a student cannot start their internship up until they finish their make-up classes and have been marked competent in all the required academic components; and

- a student may have to wait for make-up classes depending upon the availability of a class or trainer or progress of the existing class.

Leave and Compassionate and Compelling Circumstances

Students may submit a [Leave of Absence Application](#) for a specified period if they experience compassionate and/or compelling circumstances, which make it impossible for them to attend regular classes and/or attend their place of Internship.

ECA Professional Year defines compassionate and/or compelling circumstances as circumstances, which are generally beyond the control of the student, and which have an adverse impact on the student's capacity and/or ability to:

- commence their course on the scheduled start date; or
- attend scheduled classes for a significant period during the enrolment period (including their classroom units, internships and, for ACS Professional Year students their online PE course).

Such circumstances include, but are not limited to:

- serious illness or injury, where a verified medical certificate states that the student was unable to attend on the commencement date and/or for a significant time through the course.
- bereavement of close family members such as parents, siblings or grandparents (a death certificate must be provided, even if retrospectively).
- the student giving birth or a student's partner giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation).
- major political upheaval or natural disaster in the home country requiring emergency travel to their home country for the time of their absence.
- a traumatic experience or critical incident which could include but is not limited to:
 - a. witnessing or involvement in an accident; or
 - b. witnessing or being the victim of a crimeand which has impacted on the student's ability to commence classes on the start date and/or attend scheduled classes (these cases should be supported by police and/or psychologists' reports).

In determining whether compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, ECA Professional Year accepts that documentary evidence will vary about the specific circumstances, but could include:

- a relevant Death Certificate.
- A police incident report.
- a social worker's report.
- A psychologist's report.
- A psychiatrist's report; and/or
- appropriate medical evidence.

In determining whether compassionate and compelling medical circumstances exist as sufficient grounds to explain a student's absence, ECA Professional Year has adopted the Australian Medical Association's Guidelines for Medical Practitioners on Certificates Certifying Illness – 2011 (<http://ama.com.au/node/6505>), namely:

- name and address of the medical practitioner issuing the certificate.
- doctor's Medicare provider number (where applicable).

- name of the patient.
- date on which the examination took place.
- date on which the certificate was issued.
- date(s) on which the patient is or was unfit for attendance.
- supplementary information of assistance to the patient in obtaining the appropriate leave especially where there is a discrepancy in the period for which the certificate is issued and the date of the certificate.
- certificates must be dated on the day on which they were written. Under no circumstances can this be breached.
- wherever possible, doctors should avoid issuing sickness certificates to anyone with whom they have a close personal relationship.
- the certificate should be written on stationery designed specifically for this purpose.
- the certificate must state 'unfit for usual occupation' or 'unfit for studies'. Certificates stating 'unfit for work' are unacceptable; and
- where providing certificate of immediate family member, a valid proof of relationship must be provided.

ECA Professional Year may seek confirmation and/or further information from the medical practitioner who issued a certificate.

Psychologist, psychiatrist and/or social worker certificates must be issued by a registered professional and include a similar range of information to that required for medical certificates.

Certificates not written in English must be translated into English by approved NAATI translators.

When assessing applications for leave on grounds of compassionate and compelling circumstances, copies of supporting documents will be saved in RTO Manager, together with a record of the decision and the basis for the decision.

If a student's absence has been caused by either a critical incident or other compassionate and/or compelling circumstance, Student Services will initiate the critical incident/compassionate and compelling circumstances response and support procedures.

In determining whether compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, ECA Professional Year will not accept certificates from homeopaths, non-registered traditional medical practitioners, herbalists or other non-accredited practitioners.

Internship Attendance

ECA PY students must complete Internship requirements of 245 hours over 12 weeks, and are subject to the same attendance requirements established by the professional bodies, namely:

- an expectation of 100% attendance but with provision for legitimate absences supported by formal documentation.

However, Interns' attendance requirements will also reflect the attendance requirements, policies and procedures of their Host Companies.

Interns' engagement is like that of employees in terms of attendance, with:

- an expectation of punctuality, with hours late or absent being recorded and included in calculations of attendance; and

- provision for approval of limited sick and compassionate leave by the Host Company upon notification of their Intern's absences or lateness supported by submission of appropriate supporting documentation.

Interns' Attendance will be monitored and recorded in the Interns' Logbooks by the Host Company supervisors and reported in the Interns' Logbook reports in Week 4, 8 and after the final week. If necessary, absences may be reported directly to the ECA PY Internship Department where an Intern's attendance is unsatisfactory.

If a Host Company Supervisor has concerns about an Intern's attendance, they should remind them of their attendance requirements and, if appropriate, provide counselling. If they believe there is a significant concern or problem requiring improvement, they can inform the ECA PY Internship Department.

While Host Companies retain responsibility for establishing their own attendance and work cultures, factors which would constitute an Intern's attendance falling into the 'At Risk' category and 'requiring improvement' could include:

- extended absences due to compassionate and/or compelling circumstances which may necessitate leave and/or termination of the internship and the commencement of a new one.
- irregular attendance without providing notice of absences.
- failure to provide medical certificates relating to absences.
- repeated late arrival, long lunches and or early departures without notification or approval; and
- failure to respond adequately to Host Company reprimands.

If a Host Company Manager/Supervisor reports an Intern's attendance as requiring improvement the ECA PY Internship Compliance Manager will send the student an [Internship Attendance at Risk Warning](#) letter reminding the Intern of their attendance requirements and of the consequences of unsatisfactory attendance. The letter will also require the Intern to make an appointment with their Internship Compliance Manager for advice and counselling.

The Internship Compliance Manager will make diary entries for all such interventions.

If an Intern's attendance remains unsatisfactory after receiving the letter and counselling from both their Host Company Supervisor and their ECA PY Internship Compliance Manager, the Host Company Manager/Supervisor will report that Intern's attendance as being 'unsatisfactory and unacceptable'.

Upon receiving such a report, the Internship Compliance Manager will send the student and [Unsatisfactory Attendance Internship Suspended](#) email which will state that:

- their internship attendance has been reported as unsatisfactory and unacceptable by their Host Company.
- they have failed to respond positively to previous intervention initiatives.
- that they have thereby failed to comply with the terms of their signed Internship Agreement.
- ECA Professional Year Intern Department has suspended their Internship Placement and reported this to ACS Professional Year.
- they have a right to lodge an internal appeal, within twenty (20) working days from the receipt of the letter, against their internship being suspended.
- The Internship suspension will be converted to an ECA Professional Year cancellation of enrolment if they fail to lodge an appeal or if they withdraw an appeal or an appeal is resolved in favour to the suspension and cancellation; and that.
- they may not attend their place of Internship during the period of suspension.

The letter will also inform the student of the procedure for entering the internal appeals process by submitting a completed [ECA Professional Year Student Appeal Form](#), and of the possible grounds for an appeal, namely, demonstrating that:

- ECA Professional Year had not made the Internship attendance and appeals policies and procedures available to students; and/or
- The Host Company and thereby the ECA Professional Year Internship Department had not recorded or calculated the students' Internship attendance correctly; and/or
- ECA Professional Year Internship Department had not implemented its intervention and support strategies in accordance with its documented policies and procedures.
- there exist/existed demonstrable compassionate and compelling circumstances, which contributed significantly to the student's unsatisfactory and unacceptable attendance, and which justify the student applying for and being granted leave of absence, with their internship being suspended (with a possible change in Host Company and a change in the expected course duration); and/or
- the student has submitted validated medical certificates relating to a significant loss of Internship time resulting in a resumption of their internship (with a possible change in Host Company and a change in the expected course duration).

If a student appeals against the suspension and their enrolment being cancelled their enrolment will be maintained but they will not be permitted to attend their place of Internship during the period of suspension.

All student appeals against the Internship being suspended and against having their enrolment cancelled for unsatisfactory attendance will be registered, investigated and determined in accordance with ECA Professional Year's [Complaints and Appeals Policy and Procedures](#).

A student will have the Internship suspension converted to a cancellation with a consequent cancellation of Enrolment in ECA Professional Year if that student:

- fails to enter the appeals process within 5 working days of receiving an [Unsatisfactory Attendance Internship Suspended](#) letter; or, if they submit an appeal,
- withdraws from the appeals process before resolution; or
- the complaints and appeals process are completed and results in a decision against the student.

If a student successfully applies for leave and/or successfully appeals against the suspension and having their internship and enrolment cancelled, they will be expected to either resume their Internship with their Host Company (if this is agreed by the Host Company) or commence a new Internship with a different Host Company.

The relevant external governing organisations will be informed of the appeal outcome and of any consequent change in enrolment status.

[Complaints and Appeals](#)

ECA Professional Year policies and procedures are based on the belief that in such circumstances students have a right to access accessible, affordable, equitable, fair, open and timely internal complaints and appeals policies and procedures, and should they fail to provide what the student sees as a just outcome, to a similarly accessible, affordable, equitable, fair, open and timely external appeals procedure.

In meeting this commitment ECA Professional Year differentiates between its complaints and appeals policies and procedures.

ECA Professional Year's Complaints Policies and Procedures relate to situations in which a student has a grievance relating to:

- ECA Professional Year's facilities, including building, classrooms, information technology and/or learning resources.
- ECA Professional Year's administrative, educational and/or student services procedures and/or delivery.
- a 'breach' of the **Trainers' Code of Ethics**, the **Staff Code of Conduct** or the **Student Code of Conduct** by another party.
- an assessment a student believes is unjustified or for which the student believes the assessment tool and procedures were in some way invalid – either inappropriate or not implemented correctly; and/or.
- a student having an RTO Manager entry which they believe is unjustified; and
- wishes to raise the issue as a complaint, notwithstanding the possibility of that matter being considered and treated as a "serious incident".

ECA Professional Year's Appeals Policy and Procedures are designed to secure resolution of situations in which an ECA Professional Year decision made in relation to a student is seen by that student as being against their interests and in some way unfair, inequitable or unjust.

In all situations students are encouraged to resolve their complaints and/or grievances through informal avenues, but where this is not possible the student has a right to enter the ECA Professional Year formal complaints and/or appeals procedures.

Complaints Procedures

The **Student Complaint Flowchart** presents the sequence of procedural steps involved in managing student grievances and complaints.

As indicated in paragraph 8.2.6 students with a grievance or complaint are encouraged to first seek an informal resolution by directly raising the matter with the person responsible. If desired the persons involved may also seek the informal advice of appropriate third parties such as the welfare officer, a trainer or other staff member. Where these informal approaches resolve the grievance the agreed adjustments and changes will be implemented at that level.

Some grievances will be more amenable to such resolution and the nature of other grievances and complaints may suggest that they will be less open to informal resolution, and where informal resolution is either unsuccessful or inappropriate, students can initiate the formal complaints procedures by completing an on-line ECA Professional Year **Student Complaint Form** and submitting it to Student Services Coordinator.

The Complaint Form requires the identification of the nature of a complaint and, where appropriate, supporting documentation.

On receipt of a complaint the Student Services Manager will check the details and any attached documentation, complete the registration of the complaint (Section 1 of the Complaint Registration, Review and Report Form) and refer it and the associated materials to the relevant investigating officer within three working days of its receipt.

In all cases, and especially in complaints relating to the conduct of staff, trainers and/or students, the investigation of Complaints will be undertaken by an officer in a higher position and removed from the person identified in the complaint, either directly or indirectly.

The Student Services Manager will identify an appropriate Investigating Officer taking into account the substantive nature of the complaint and the organisational level of the officer responsible for the matter of the complaint. Accordingly, the Investigating Officer could be a Campus Manager, the General Manager, the Student Services Manager/Coordinator, the Business Manager, the Internship Manager, or the Program Coordinator/Academic Manager/Director of Studies.

The Investigating Officer will:

- examine the complaint and associated documentation.
- interview the complainant and any other relevant people the subject of or involved with the complaint (with all parties able to nominate an appropriate support person).
- where appropriate, facilitate negotiation and successful conciliation between the parties.
- make a recommendation to the ECA General Manager ECA PY & Internships, or the Governance and Compliance Manager for resolving the complaint, if conciliation fails; and
- complete Section 2 of the Complaint Registration, Review and Report Form and refer it and the complaint to the ECA Professional Year General Manager, or the Governance and Compliance Manager (whichever is more appropriate).

This process will be completed in a timely fashion, normally within 7 working days.

On receipt of the complaint and the Investigating Officer's Recommendations the responsible Senior Officer will review the case and make a decision to:

- reject the complaint (if there are insufficient grounds to sustain it); or
- resolve the complaint in favour of the complainant.

The responsible Senior Officer will notify both the complainant and other directly involved parties of the decision in writing, providing:

- the reasons for the decision.
- information relating to any actions to be taken by all parties because of the decision; and
- informing them of their right to make a formal internal appeal against the decision.

This process normally will be completed within ten working days of the receipt of the complaint. If circumstances prevent this the complainant will be informed of the delay and provided with an expected date of resolution.

Initiating Internal Appeals

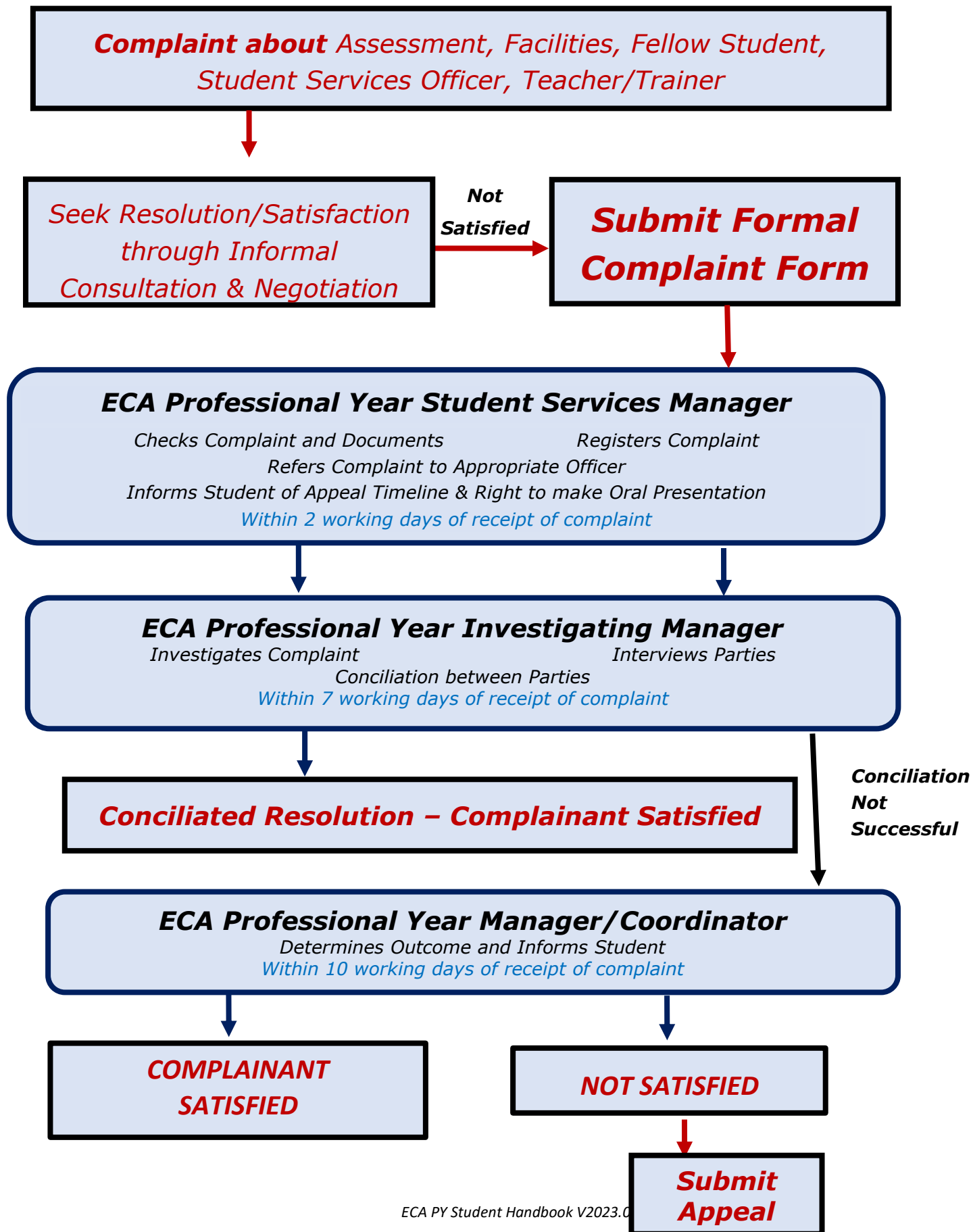
As indicated in Paragraphs 8.2.5, the ECA Professional Year appeals procedures can be triggered by a student seeking to prevent or reverse an action by ECA Professional Year, which is viewed by the student as having resulted from a decision and/or action which is either invalid or unjustified, including:

- a student being sent an Intention to Cancel Enrolment Email for unsatisfactory attendance (see ECA Professional Year's **Attendance and Leave Policy and Procedures**).
- a student being sent an Intention to Cancel Enrolment Email for unsatisfactory academic progress.
- a student being notified of an intention to suspend or cancel their enrolment because of their breaching the ECA Professional Year **Student Code of Conduct**.
- a student not being able to secure an acceptable resolution (from the student's perspective) of a complaint through the informal and formal complaints procedures.

- a student having their application for a withdrawal and release letter rejected.
- a student having an application for a refund of tuition fees rejected; or
- a student having their application for leave of absence rejected.

Students may initiate an appeal by completing and submitting an ECA Professional Year **Student Appeal Form** along with relevant supporting documentation.

Student Complaint Flowchart



Unsatisfactory Attendance and/or Academic Progress

When a student is sent an Intention to Cancel Enrolment Email for unsatisfactory attendance and/or academic progress, it will inform them of:

- the intention to cancel their enrolment and report this to the industry principals and Department of Home Affairs.
- the reasons for this.
- their right to appeal within twenty (20) working days from the receipt of the email.
- how they can submit an appeal; and of
- the possible grounds for an appeal, namely that:
 - i. ECA Professional Year had not made the attendance and/or academic performance requirements and Appeals Policies and Procedures available to the students; and/or
 - ii. ECA Professional Year had not measured/recorded the relevant requirements correctly, and had thereby made a demonstrably wrong decision; and/or
 - iii. ECA Professional Year had not implemented its procedures in accordance with its published policies and procedures; and/or
 - iv. There existed demonstrable compassionate and/or compelling reasons which were responsible for or significantly contributed to the student's unsatisfactory attendance and/or academic progress.

If a student fails to submit an internal appeal within 20 working days of receiving an Intention to Report Letter or appeals but then withdrawals from the internal appeals process before its resolution, ECA Professional Year will cancel their enrolment, notify the Department of Home Affairs and the industry principal parties, and inform the student that this action has been taken.

If a student appeals against being reported, the student's enrolment will be maintained throughout the Internal and, if that process ends in a decision against the student, any possible subsequent external appeals process. Students will be expected to continue to meet all course attendance and academic requirements throughout the appeals processes.

Breach of Code of Conduct

When a student is sent an Intention to Suspend/Cancel Enrolment Email informing them that ECA Professional Year intends to either suspend or cancel their enrolment due to the student breaching the **ECA Professional Year Student Code of Conduct** that letter will inform them of:

- the intention to cancel their enrolment.
- the reasons for this.
- their right to appeal within twenty (20) working days from the receipt of the Email.
- how they can submit an Appeal; and of
- the possible grounds for an appeal, namely that:
 - i. ECA PY had not made the **ECA PY Student Code of Conduct** available to the students; and/or
 - ii. ECA Professional Year had not measured/recorded the relevant requirements correctly, and had thereby made a demonstrably wrong decision; and/or

- iii. ECA Professional Year had not implemented its procedures in accordance with its published policies and procedures; and/or
- iv. that demonstrable and previously unconsidered compassionate and/or compelling reasons significantly contributed to the student's situation.

If the breach is such that there will be no immediate risk or danger to people or property, or if the breach does not involve or constitute a criminal act, ECA Professional Year will defer any implementation of its intended action for the period of any Internal and, if that process ends in a decision against the student, any subsequent external appeals process.

If the breach is such that there may be an immediate risk or danger to people or property and if the breach involves the suspected criminal act, ECA Professional Year will immediately implement the intended suspension/cancellation of enrolment, pending the appeal outcome.

A student who enters the appeals process and whose enrolment is not immediately suspended/cancelled will be expected to continue to meet all course attendance and progress requirements throughout the appeals processes.

If a student fails to submit an appeal within 20 working days of receiving the Intention to Suspend/Cancel Enrolment letter or appeals and then withdrawals from the internal appeals process before its resolution, ECA Professional Year will implement its original intention.

Rejection of Leave, Withdrawal and/or Refund

When a student's Application for Leave of Absence, Course Withdrawal and/or a Refund of Tuition Fees is rejected, the student is sent notification informing them of the decision and:

- the reasons for the decision.
- their right to appeal against the decision.
- the possible grounds for an internal appeal; and
- how they can submit an appeal.

If a student fails to submit an Internal Appeal within 20 working days of receiving the outcome email or appeals and then withdrawals from the appeals process before its resolution, or if the appeal is rejected, ECA Professional Year will maintain the original decision/outcome.

If a student appeals against the decision/outcome, and the appeal is successful, ECA Professional Year will reverse its original decision and act in accordance with the determination.

Students will be expected to continue to meet all course attendance and progress requirements throughout the appeals processes.

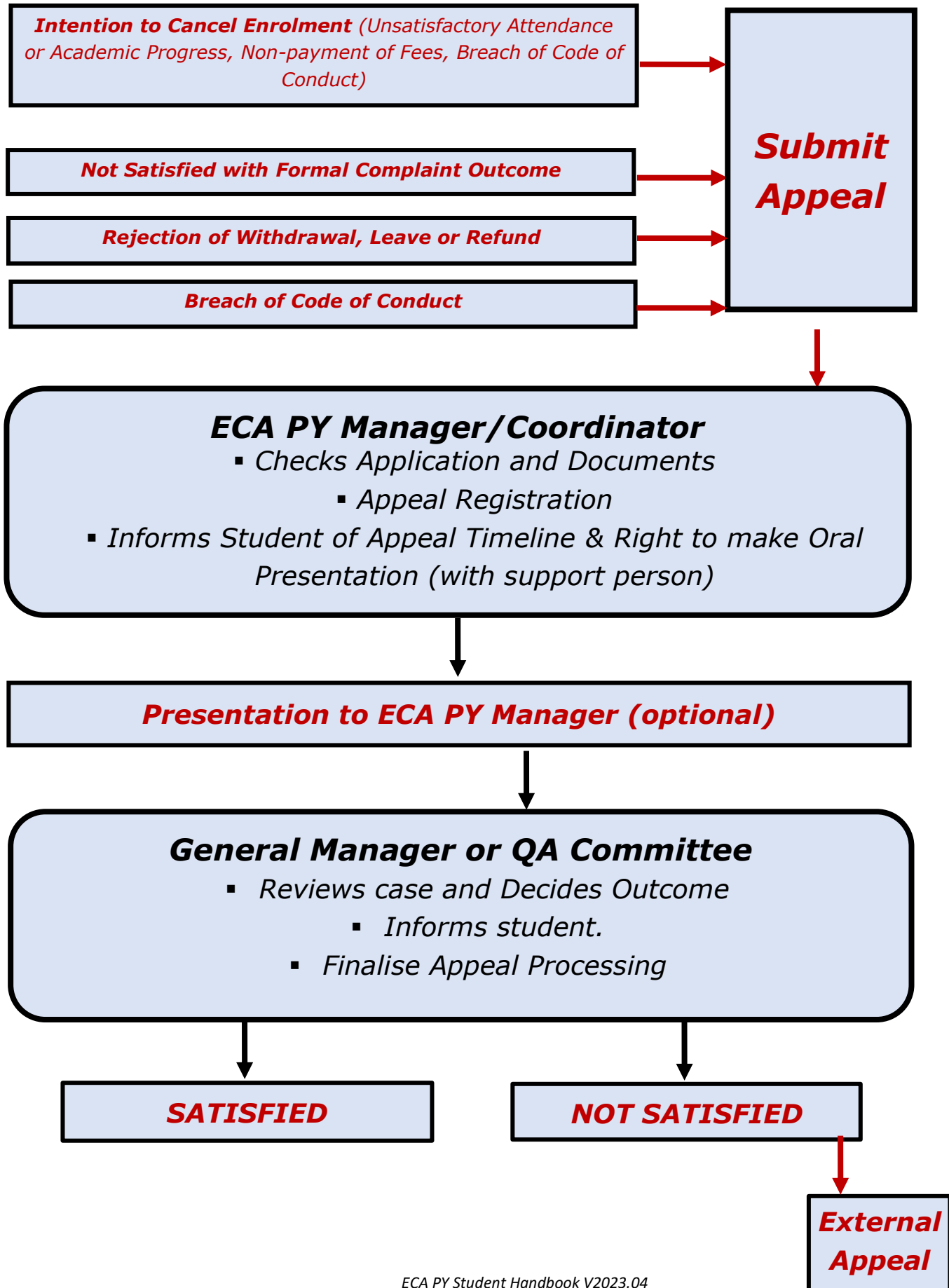
Unsatisfactory Complaint Resolution

If, as an outcome of an ECA Professional Year Complaint process, a student is sent a Complaint Rejection Email that letter will inform them of the decision and reasons for it, and that if they are dissatisfied with the decision/outcome:

- they have a right to appeal within twenty (20) working days from the receipt of the Email; and
- how they can submit an appeal.

If a student appeals against the outcome of a student's complaint, ECA Professional Year will determine whether to implement its original decision/outcome prior to or after the internal appeal outcome is determined. Should the original decision be implemented, and the internal appeal is subsequently determined in favour of the appellant, ECA Professional Year will reverse its implementation.

Student Appeal Flowchart



Processing Internal Appeals

All internal appeals will be processed within 20 working days of the Appeal Form being submitted. If for unavoidable reasons the investigation of an internal appeal cannot be resolved within twenty working days, the appellant will be notified of this and advised when the outcome will be communicated to him/her.

The Quality Assurance Committee and the General Manager ECA PY & Internships carry joint responsibility for the coordination, management and resolution of all internal appeals.

All Internal Appeal Forms will be submitted online for initial registration and referral for investigation. This entails:

- initiating a **Complaint and Appeal Registration, Review and Report Form**, and completing Section 1 of the Form.
- informing (in person or by telephone call or email) the student of the timeline for resolving the appeal, and that they have a right to make a personal representation of their case to the responsible officer, and that they have a right to be accompanied by a support person at such a meeting.
- gathering relevant information and documents and make a preliminary evaluation of the materials (for example, checking the validity of medical certificates).
- entering the relevant information in Section 2 of the **Appeal Registration, Review and Report Form**; and
- refer to the appeal along with the Complaint and Appeal Registration, Review and Report Form to the responsible Investigating Officer.

Where necessary, the Investigating Officer will source information from other officers.

If a student decides to take up the opportunity to make an in-person presentation of their case (with or without a support person being present) the Investigating Officer will:

- facilitate that meeting at a time and place mutually agreeable to both parties.
- conduct the meeting, ensuring that minutes are taken; and
- enter the relevant information in Section 3 of the **Appeal Registration, Review and Report Form**.

The Investigating Officer will then:

- evaluate the available material pertaining to the appeal.
- decide the outcome and related action.
- enter the decision and the reasons for the decision in Section 4 of the **Appeal Registration, Review and Report Form**.
- draft and send the appeal outcome letter and save it on RTO Manager; and
- ensure that copies of all the appeal documents are saved in RTO Manager.

If the internal appeal is successful:

- the ECA Professional Year **Appeal Approval Email** will be sent to the student; and
- all Line Managers involved in the appeal will be advised of the outcome and requested to undertake any necessary corrective action (for example, correcting academic results or attendance data entered in RTO).

If the internal appeal is rejected the ECA Professional Year **Appeal Rejection Email** will:

- advise the student of the grounds for the rejection.
- advise them of their right to an external appeal and how to make an external appeal within 20 working days.

- request that the student inform the Student Services Manager if they decide to make an external complaint/appeal, with attached documentary evidence of their lodging the complaint; and
- indicate that if nothing is heard from the student within twenty (20) working days of the appeal rejection letter being sent, the original/intended decision/action will be implemented.

If a student lodges an external appeal against a decision by ECA Professional Year to reject their appeal, implementation of the decision/action generally will be deferred for as long as the external appeal process takes, and the student will be informed of his/her obligations to meet all their obligations to ensure successful completion of their course.

If an external appeal relates to a breach of the Students Code of Conduct and there is no immediate risk or danger to people or property and the breach does not involve or constitute a criminal act, ECA Professional Year will defer any implementation of its intended action for the period of the external appeals process.

If an external appeal relates to a breach of the Students Code of Conduct and there may be an immediate risk or danger to people or property, or if the breach involves the suspected criminal act, ECA Professional Year will maintain the previously implemented suspension/cancellation of enrolment, pending the appeal outcome.

At all times through any appeals procedures the student's file and record will be promptly updated on RTO Manager to include the outcome of any appeals process, and any subsequent actions.

Students whose enrolment is cancelled will be reported to the Department of Home Affairs and the principal industry partners, and an email will be sent to the student's last known email address notifying them the action.

External complaints may be made with the Overseas Student Ombudsman:

- Overseas Students Ombudsman (OSO)
- Website: www.ombudsman.gov.au
- Phone (local): 1300 362 072

Student Welfare and Support Services

Student Services

The welfare and well-being of our students is important. Trainers/Assessors and staff are aware of their responsibility of due care for our students. Where our students need specialised assistance, the college refers students to the right external bodies, depending on a student's situation and/or circumstances.

The first points of contact for students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) are the Student Services Officers, who will gain an understanding of the problem and refer you to the Student Services Manager, Program Coordinator/Academic Manager/Director of Studies or General Manager ECA PY & Internships for further support and referral to professional support, if needed.

ECA PY have dedicated Student Services Officers, who can assist students with the following matters:

- Paying fees
- Course variations e.g., leave of absence, etc.
- Locating relevant ECA PY staff
- Change of personal details

- General inquiries
- Contact details for legal, medical and emergency services
- Complaints and/or appeals.
- Student cards

Counselling Services

Counselling provides the opportunity for safe and confidential exploration of your concerns – without judgement. ECA PY will support your efforts to understand your problems and working towards your preferred solutions.

ECA PY refer students to Converge International when students are experiencing health and/or psychological/emotional problems, as well as concerns of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination), anxiety, depression, loneliness, drug and alcohol issues, and stress management.

ECAPY counselling service for students is free and to make an appointment to speak with a Converge International Counsellor, you can contact: **1300 687 327**.

Visit www.convergeinternational.com.au and click on 'Contact Us' to access the live chat service. You can also download the Converge App 'EAP Connect' and access counsellors via the appointment icon.

Change of Address/Contact Details

Please make sure the college always has a record of your current residential address, email address and/or telephone number. Students must update their contact details and residential address on RTOM or by contacting Student Services within 7 days of the change in circumstances.

Suggestions

ECA PY welcomes students' suggestions— these can be submitted to the Student Services Department. Students' suggestions are constantly reviewed, and appropriate improvements are implemented.

Pregnancy and Childbirth

If you are pregnant while you are at the college, please see the Student Services Officer to make an appointment with the Student Services Manager/Coordinator about your study options during the pregnancy and after the birth of your child. Please note, ECA PY does not have child-minding or childcare facilities —you will need to make arrangements with a childcare provider.

Governance, Quality Assurance and Compliance

Students who wish to find out more about ECA PY policy and procedures (e.g., course progress, attendance, refund, training and assessments, Student Services, complaints and appeals policy and procedures, etc.) should make an appointment via the Student Services Department to see the General Manager ECA PY & Internships.

You should also contact the Student Services Officer to organise an appointment, if you wish to meet with the:

- General Manager
- Director of Studies
- Operations Manager
- Student Services Coordinator/Officer.

Student Issues and Problems: who to see and where to go.

Problem	Contact	Action
No Class & Timetable	Academic Administrator	Allocated to class and given timetable
Missed Online Orientation	Student Services Officer, Academic Administrator	Treated as non-commencement. Will be deferred to next intake
Financial – Late Fees Payment	Student Services Officer/Coordinator	Referred to Converge International for counselling & placed on instalment plan
Attendance	Academic Administrator	Counselling and attendance agreement
Academic Problems	Trainer, Academic Administrator, Operations Manager, Director of Studies	Counselling, re-submission, re-assessment academic writing, extension of enrolment
Facilities (IT, Classrooms)	Trainer, Student Services Officer, Operations Manager, Academic Administrator	ECA PY responds to complaint, resolution on internal appeal
Make a Formal Complaint	Online – Student Services Officer	ECA PY responds to complaint, resolution or internal appeal
Submit an Internal Appeal	Online – Student Services Officer	ECA PY responds to appeal, resolution or external appeal
Visa Problems	Student Services Officer, Operations Manager, Director of Studies	Resolve issues for ECA PY enrolment, possible referral to their Agent
Health Problems	Trainer, Operations Manager, Director of Studies, Student Services Officer	Referral or call ambulance (if critical incident sees ECA Critical Incident Policies and Procedures)
Personal Problems	Trainer, Operations Manager, Director of Studies, Student Services Officer	Referred to Converge International for counselling
Legal Problems	Student Services Officer	Referred to Converge International for counselling
Critical Incident	Trainer, Student Services Officer, Operations Manager, Director of Studies, General Manager	Campus and ECA PY Management Response and Support - see ECA Critical Incident Policies and Procedures

External Assistance Contacts

Australian Computer Society (ACS)

Email: professionalyear@acs.org.au

Council of International Students Australia (CISA)

Website: <http://cisa.edu.au/>

Australian Government Fair Work Ombudsman

Website: <https://www.fairwork.gov.au> and click on the 'pay', 'awards and agreements' and 'employee entitlements' links.

Alcohol and Other Drug Information Service (ADIS)

Call anytime toll-free number 1800 422 599

Police, Fire and Ambulance

Dial 000 for any kind of emergency. You do not need any balance or network to dial 000.

Legal Aid

If you have a problem related to the legal system, there are community and government agencies to advise you. ECA PY does not provide legal services to its students.

Legal Aid provides a range of services to people who need legal advice, assistance and representation, if they qualify for legal aid.

Please visit the following website for further the information:

NSW: <http://www.legalaid.nsw.gov.au/>

VIC: <https://www.legalaid.vic.gov.au>

QLD: www.legalaid.qld.gov.au/

Community Legal Centres

Community Legal Centres provide free consultation and operate in community locations across the state. The services provide advice on housing matters, fines, debts, car accidents, employment, discrimination, family law, domestic violence and how these problems can affect student visas.

Please visit the following website for further the information:

NSW: <http://www.clcnsw.org.au/index.php>

VIC: http://www.fclc.org.au/find_a_clc.php

QLD: <http://communitylegalqld.org.au/>

Workplace Health and Safety Legislation

See the Workcover NSW, QLD and VIC website for information and advice on workplace safety issues!

Medical Centres

There are many high-quality public hospitals for emergency care. In addition, there are doctor/medical clinics, dentist surgeries and other health professionals in Sydney, Melbourne and Brisbane cities and all suburbs. A very useful way to find a suitable medical service for you is in the Telstra Yellow Pages Website:

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

Human Rights Information

See the Human Rights Equal Opportunity Commission Website for information of human rights issues:

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

Gambling Help

NSW Call anytime 1800 858 858 <https://gamblinghelp.nsw.gov.au/>

VIC Call anytime 1800 858 858 <https://responsiblegambling.vic.gov.au>

QLD Call anytime 1800 858 858

<https://www.gamblinghelponline.org.au/services-in-your-state/queensland>

Overseas Students Ombudsman (OSO)

Website: www.ombudsman.gov.au

Phone (local): 1300 362 072

Rape Crisis Centre

NSW 1800 424 017 (24/7 Counselling) or online <http://www.nswrapecrisis.com.au>

VIC 1800 806 292 (24/ 7 Counselling) or <http://www.rape-dvservices.org.au/>

QLD 1800 010 120 (24/ 7 Counselling) or <http://www.rape-dvservices.org.au/>

Mental Health Contacts

NSW Call anytime 1800 011 511 or Online <http://www.health.nsw.gov.au>

VIC Call anytime 13 HEALTH (13 43 25 84) www.health.qld.gov.au

QLD Call anytime 13 HEALTH (13 43 25 84) www.health.vic.gov.au

Interpreter & Translation Services

Phone: **131 450**

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

Visa questions

You can speak directly to the Department of Home Affairs about your visa or other immigration matters via their website www.border.gov.au

Department of Home Affairs Offices:

SYDNEY (NSW) 26 Lee Street, Sydney 2000 Phone: 13 18 81 Monday to Friday 9am – 4pm	MELBOURNE (VIC) 2 Lonsdale Street, Melbourne 3000 Phone: 13 18 81 Monday to Friday 9am – 4pm	BRISBANE (QLD) 299 Adelaide Street, Brisbane 4001 Phone: 13 18 81 Monday to Friday 9am – 4pm
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ECA PY Student Code of Conduct

ECA Professional Year is based on the principles of equity, mutual respect and shared responsibility, and prides itself on the diversity of its students and staff. ECA Professional Year expects students to understand and meet these basic principles of behavior.

To assist in meeting these objectives ECA Professional Year has established clear standards for students' interpersonal and academic conduct.

Anti-Discrimination and Equal Opportunity

ECA Professional Year is committed to ensuring that all students have equal opportunities and are free from discrimination on any of the following grounds: race, colour, nationality, ethnic or ethno-religious background, gender, religious beliefs, age, marital status, pregnancy, sexual orientation and/or disability.

In ensuring that these objectives are met ECA Professional Year is guided by the Commonwealth (Australian) anti-discrimination legislation, the Australian Human Rights and Equal Opportunity Commission, and relevant State anti-discrimination legislation and regulations.

These commitments apply equally to all ECA Professional Year staff and students, and we all have a responsibility to treat everyone else fairly and without discrimination.

The General Manager of ECA Professional Year is responsible for ensuring these commitments are met, and investigating any examples of unfair and discriminatory behaviour, and any complaints about unfair or discriminatory behaviour.

If you believe that you have been discriminated against and treated unfairly you should first try to resolve the problem informally. If this fails, you are encouraged to make a formal complaint by filling in the ECA Professional Year Student Complaint Form.

Personal and Interpersonal Conduct

- Take responsibility for your actions.
- Preserve your own dignity, self-respect and confidence, and of others.
- Respect the rights of others and protect your own rights.
- Respect differences in people, their ideas and opinions
- Respect the privacy and confidentiality of staff and students.
- Be polite, honest and considerate, and act with integrity.
- Treat others with dignity and respect at all times, and especially when there is disagreement.
- Treat others fairly and without discrimination, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability
- Take appropriate measures to help those in need.
- Refrain from harassment and bullying
- Refrain from abusive, threatening language
- Show proper care and regard for the property of others and ECA Professional Year
- Refrain from bringing anything to school that may compromise the safety of others.
- Adhere to required dress and safety standards.
- Comply with the restrictions on consuming food and drinks in classrooms.
- Observe public health regulations and do not smoke on or near the building.

Academic Conduct

- Respect the need of others to work in an environment of learning and teaching.
- All classroom communication is to be in English and speak English in areas where you are around people of different nationalities.
- Come to class on time (no later than 9:00 am) ready to learn, and behave in a quiet, non-disruptive manner.
- Turn off mobile phones during classes and assessments.
- Attend and leave classes at the scheduled times (8:45 am to 5:30 pm)
- Do not come to class under the influence of drugs (prohibited substances) or alcohol.
- Bring all resources and equipment required to complete learning and assessment tasks.
- Follow trainer/assessor instructions at all times.
- Complete assessment activities within the given time frames
- Refrain from Academic misconduct such as plagiarism, cheating and engaging others to complete your set assessment tasks.

- Provide factual and honest personal information and in connection with course progress and enrolment.
- Refrain from talking to other students during assessment events where it is not permitted by the assessor.
- Do not submit someone else's work as your own.
- Do not allow others to copy from your work where this is not allowed.
- Attend all the scheduled assessment activities unless you have legitimate medical or compassionate and compelling reasons.

Grounds for suspension or cancellation of student enrolment

Severe breaches of this Code of Conduct may result in the suspension or cancellation of a student's enrolment and notification of the appropriate authorities. Severe breaches of the Code of Conduct include, but are not limited to:

- Physical assault and/or threatening to inflict serious bodily harm.
- Bullying
- Any form of abuse and/or harassment (sexual, racial, etc.)
- Threatening or intimidating staff or students
- Directing inappropriate or disrespectful language at any ECA Professional Year staff member
- Obstructing any staff in performing their duties
- Acts of vandalism
- Being in the possession of, or under the influence of illegal drugs, or under the influence of alcohol
- Contravening federal, state or local law
- Not following instructions in the conduct of the assessment activities
- Becoming very disruptive during class or in an assessment activity
- Copying or plagiarising in assessment activities or submitting someone else's work as your own
- Talking to other students during assessment events where it is not permitted by the assessor.
- Allowing others to copy from your own work where this is not permitted.
- Using your mobile phone during an assessment event where this is not permitted.
- Knowingly not attending the scheduled assessment activities without good reason
- Soliciting students or staff for personal gain
- Accompanying unauthorised person(s) onto the college premises
- Giving false or misleading information in connection with course progress and enrolment.
- Compromising the privacy and confidentiality of others
- Refusing to leave the class when asked to do so by a trainer/assessor.
- Failing to comply with course and visa requirements (including poor attendance, lack of academic progress) and failing to respond positively to academic counselling and intervention strategies.

Authorities, Procedures and Penalties

ECA Professional Year Staff, Trainers and Assessors may ask student(s) to leave a class and or building where it is deemed necessary in relation to breaches of this Code of Conduct. Students may be taken to the General Manager ECA PY & Internships.

The General Manager ECA PY & Internships will investigate alleged breaches of the ECA Professional Year Student Code of Conduct. If sufficiently proved and depending on the nature and seriousness of the breach, the General Manager ECA PY & Internships will at his/her discretion decide the consequences of or punishment for the breach. The consequences may include, but not be limited to:

- Being placed on probation
- Suspension or cancellation of enrolment

- Being reported to Department of Home Affairs and the principal industry parties

Decisions relating to these penalties are subject to ECA Professional Year complaints and appeals procedures.

Police will be involved in the following cases:

- Possession of a weapon, including, but not limited to firearms.
- Use of a weapon to cause bodily harm, or to threaten serious harm.
- Trafficking in drugs or weapons
- Robbery
- Acts of vandalism causing extensive damage to school property or property located on school premises.
- Physical assault causing bodily harm requiring professional medical treatment.
- Sexual assault
- Discriminatory abuse and harassment

Trainers' Code of Ethics

ECA PY expects high standards of ethical behavior from its Trainers. This Code of Ethics identifies the ideals and principles of ethical professional conduct designed to guide Trainers achieve the required standards in their dealings and relationships with students, colleagues, and the broader community.

Integrity

- Trainers will create and maintain appropriate professional relationships with students and their colleagues.
- Trainers will act with impartiality, truthfulness and honesty towards students and their colleagues.

Dignity and Respect

- Trainers' relationships with their students and colleagues must be based on mutual respect, trust, empathy and confidentiality.
- Trainers will always value social and cultural diversity and treat students equitably, with care, empathy and respect.
- Trainers will value the uniqueness of each student work to facilitate students learning and development.
- Trainers will work to enhance student autonomy and sense of self-worth and encourage students to reflect on and develop their own values.
- Trainers will work to ensure mutual respect based on a shared commitment to these ethical standards among students and their colleagues.

Responsibility

- Trainers hold a position of influence and trust, and they should not compromise or violate the boundaries of professional relationships with their students.
- Trainers will work collaboratively, giving priority to the education, welfare and development of their students.
- Trainers will act with their educational colleagues and the wider community to enhance the profession, international education and the reputation of ECA PY
- Trainers will work to help students realize their educational and personal objectives.

- Trainers will participate in ongoing professional development to improve the quality and effectiveness of their teaching.
- Trainers will undertake and complete their duties in a responsible, thorough, and timely manner.

Justice

- Trainers will be equitable, fair and reasonable in their dealings with students and colleagues.
- Trainers will seek to resolve competing claims of different and different interest groups and ethical principles with understanding and empathy through collaborative and reflective professional discussion.
- Trainers are committed to strengthening the shared objectives and wellbeing of their students in a manner consistent with maximizing the common good.
- Trainers know and understand their legal responsibilities in relation to discrimination, harassment, vilification, bullying, privacy and occupational health and safety.

Internships

All ECA Professional Year students must successfully complete an ECA Internships Department supervised industry internship which matches each student's professional qualifications, skills and career objectives, and which builds on the competencies they have developed in the classroom components of the program, and, for ACS PY students, which complements their ACS provided on-line Professional Environments course.

Each Internship will be of a minimum of 245 hours over 12 weeks on a three day per week basis.

Students can commence their internship in week 32 of their program, or as soon as practicable after that date of completion of a student's coursework is extended beyond 32 weeks due to the granting of student leave on compassionate grounds, or failure to attain compliance by the scheduled date.

Students will not be permitted to commence their placement if they have not successfully completed all their course work units and assessments, and/or if they have unpaid/outstanding fees.

There are three categories of Internship Placement

1. **ECA Host:** An ECA organised placement with an approved host company
2. **Self-Sourced Internship:** A student sourced internship if you are not professionally employed but have personal contacts who are able to provide a professional internship.
3. **Employment Based Internship:** A professional employment-based internship if you have already secured professional employment and want to use that in lieu of an internship.

ECA Host Internship

An ECA Host Internship is a preferred option for many of our students. Our Internship Team will closely look at your skills and experience and match your profile with a relevant host company. You will also be required to participate in a selection process by the host company.

Self-Sourced Internship

A student may have professional ambition to seek an internship opportunity with a host company that is currently not an ECA Internship partner.

Every self-sourced host company must be approved by and will be vetted by an internship consultant!

What are the eligibility criteria for Self-Sourced Internships?

1. Professional office environment: The host company must be a legally registered entity with an ABN or ACN. The office space must be clean, WHS certified and offer a positive environment for integrated learning and professional performance. It must have a suitable workstation for an intern (desk, chair, and computer).

We DO NOT approve of home-based offices, unless they are fully dedicated as office space with a supervisor allocated to the student.

2. Dedicated supervisor with relevant education and skill set: An internship is not independent project work. It will require a dedicated supervisor to help you create a training plan, organise and supervise your training and work program and cooperate with the ECA internship department on Mid-placement and End of placement Reports.

When choosing a host company make them aware of these steps.

3. How many Professional Year Interns (from any provider) can a company host concurrently?

Permitted number of concurrent Professional Year ICT placements.

Number of paid permanent employees at the Host Company site	Number of dedicated paid ICT employees at the Host Company site	Number of concurrent Professional Year ICT Placements from any provider allowed
50+ paid permanent employees	5+ paid ICT employees	Up to 10 concurrent ICT placements allowed
10+ paid permanent employees	1+ paid ICT employee	Up to 5 concurrent ICT placements allowed
3-9 paid permanent employees	No dedicated ICT employee, but must be able to provide supervision and mentoring by a suitably qualified supervisor	Up to 3 concurrent ICT placements allowed
Small firm or start-up (less than 3 paid employees)	No dedicated ICT employee, but must be able to provide supervision and mentoring by a suitably qualified supervisor	Up to 1 concurrent ICT placement allowed

4. IT, or other relevant business: An internship placement must be relevant to the field of study and can't be based on an unrelated job description (Example: marketing, admin). Please make sure you approach relevant companies to avoid delays in the processing of your application.

5. Please note the following are not permitted:

- Sole trader or partnership, Migration or Visa Agency
- Any organisation hosting two or more PY interns.
- Absence of a structured ICT department or minimum three paid ICT employees

Professional Employment Based Internship

This category of internship placements has been created for all those students already working in their professional field. If you are in this situation and wish to nominate your employer as your placement host company, you will have to complete, with your supervisor/ employer, a Host Company Assessment and Agreement Form and an Internship Training Plan and Agreement Form. Any questions by your employer can be directed to your internship consultant.

What are the eligibility criteria for professional employment-based internships?

1. Professional Employment: Your job description and position title will reflect you are working within your IT professional field. Marketing, sales, retail etc. will not be considered suitable positions.

2. Professional office environment: The host company must be a legally registered entity with an ABN or ACN. Office space must be clean, WHS certified, and offer a positive environment for integrated learning and professional performance. It must have a suitable workstation for an intern (desk, chair, and computer).

We DO NOT approve homebased offices, unless they are fully dedicated as an office space with supervisor allocated to the student.

3. Manager/ Supervisor is willing to cooperate: We will be visiting every host company and employment-based internships are no exception. Please inform your supervisor about your course requirements, as we will need their cooperation in the internship process.

Internship Role Classification using ANZSCO Codes

All Professional Year internship placements hosted by participating companies or organisations must align with an ICT-related ANZSCO occupational code in accordance with ACS' commitment to fostering the growth of a skilled ICT workforce in Australia.

ANZSCO is a skill-based classification used to classify all occupations and jobs in the Australian and New Zealand labour markets and is also used within skilled visa programs, where this is a requirement for visa eligibility, as the standard by which a visa applicant's skills to undertake a specific nominated skilled occupation in Australia are assessed.

Effective from 1st June 2020, ACS will require that all internship roles are attached to an appropriate ANZSCO code, ensuring the PY Program objective of developing the next generation of ICT professionals can be measured using standardised role-specific data.

Internship Timeline

Week 18

Internship action required email will be sent out to you requesting confirmation of internship type.

Week 20

Confirmation of Internship Placement (ECA Host, Self-sourced, or Employment-based internships).

Week 23-32

The internship team will process your application and depending on your selection, organise interviews with host companies, contact you for further clarification on documents provided or send confirmation of your internship placement.

Week 29-32

Internship placement will be finalised and confirmed. IT students will receive a link to the online PE course.

Week 31-32

Finalise your Training Plan and Agreement

Week 38-39

The Mid-Placement form will have to be submitted to your consultant/ placement officer in week 6. This will be followed up by a Mid- placement visit in person or via video call to you and your supervisor.

Week 41-42:

The End of placement form will have to be submitted by week 12 (final week) of the internship placement and submitted to your consultant/ placement officer. This will conclude your internship process. Please note that steps are a part of every internship cycle and can't be skipped or postponed based on personal preference.

Post Placement Policy

1. Students must meet the performance requirements of the Training Plan and submit the required Mid Placement Report and Assessment at the end of week 6, and End of Placement Report and Assessment at the end of week 11 of the placement respectively. Failure to submit either or both reports may result in the Internship being cancelled. Delays in report submission may result in the student being/penalised, subject to the ECA PY Appeals policy and procedures.
2. For an ECA placement:
 - a. If a student is dissatisfied with the Internship, the Intern or Host Company Supervisor should attempt to resolve the issue internally but if such resolution is not possible, the Intern or Supervisor may raise a concern with the Internship Consultant.
 - b. An Internship Consultant will conduct a Mid Placement Review (via Site Visit, or other suitable technology platforms) and that both Intern and Placement Supervisor must be available for the Assessment.
3. An Internship Consultant may call or visit Host Company at any time to investigate and concerns or problems arising from the placement, concerns or problems raised by either interns or Placement Supervisor or by a third party.
4. If a student fails to respond to communication from ECA Internships via email or phone while in Internship Placement, an Internship Consultant will raise the issue with the Supervisor of the host company, and the student's Internship Placement may be.
5. Once the Internship Agreement and Training Agreement is signed, Interns must comply with the commencement date, attendance requirements and training program specified in that agreement

Insurance Cover

1. All Interns from ECA Pty Ltd are covered by the ECA's Voluntary Workers Insurance for the duration of the agreed Internship period.

Withdrawal and Termination

- I. ECA Internships may terminate the Professional Internship Deed of Agreement at any time by giving one week's notice to the intern if:**
 - a. The intern does not collaborate with the Host Company and works towards the agreed Training Plan.
 - b. The intern does not hold a valid Visa or enough length of a valid visa to complete the course.
 - c. The intern displays inappropriate behaviour at the Host Company which is a breach of the code of conduct and is not capable of remedy.
 - d. The intern is unresponsive to the phone calls, emails, and 1 intention to cancel
- 2. Student withdraws for compassionate and compelling reasons:**
 - a. If a student has a personal situation that requires the student to take leave of absence, the student must make a request providing reasons. If the reason is justified, the student will be given an agreed period of absence. Each situation is looked at individually and a decision is made by the Internship Manager and General Manager. No penalties are levied. If the student has completed just over 6 weeks, then the second internship will be around 6-8 weeks. If a student has completed less than 6 weeks, then the second Internship will be 8-10 weeks or as deemed appropriate by the governing bodies.
- 3. Student withdraws due to Host company termination:**
 - a. **Host company terminates Internship due to business reasons (slowdown, change of strategy)**
 - i. Each situation is looked at individually and a decision is made by the Internship Manager and General Manager. No penalties are levied. If the student has completed just over 6 weeks, then the second internship will be around 6-8 weeks. If a student has completed less than 6 weeks, then the second Internship will be 8-10 weeks.
 - b. **Host company terminates Internship due to student breach of terms.**
 - i. ECA Internships will speak to both student and Host company to hear both views and a detailed investigation is carried out.
 - ii. If it is determined that the student has breached the terms of Internship, the student will be sent an 'Intention to cancel' Internship and may submit an appeal. The student will be asked to stop continuing the Internship until the appeal is processed.
 - iii. If the appeal is approved, the student will be placed in a second internship (to safeguard the student's interest). The host company may or may not be blacklisted depending on the severity of the situation. If the student has completed just over 6 weeks, then the second internship will be around 6-8 weeks. If a student has completed less than 6 weeks, then the second Internship will be 8-10 weeks.
 - iv. If the appeal is not approved, the student will then need to pay a penalty of AUD350, for a second placement. The student will also be counselled on the reason for the breach.
 - c. **The student decides not to continue the Internship as a result of the Training plan not being adhered to.**
 - i. ECA Internships will speak to both student and Host company to hear both views and a detailed investigation is carried out.

- ii. If it is determined that the student is correct and the Host company is not following the training plan, an attempt will be made to understand the reason for the deviation.
- iii. If the deviation is minimal, the student will be spoken to, to see if he/she would still like to continue with the Internship.
- iv. If the deviation from the training plan is substantial and done knowingly, the Agreement with the host company will be terminated. An alternate placement will be sourced for the student. No penalties are levied. If the student has completed just over 6 weeks, then the second internship will be around 6-8 weeks. If a student has completed less than 6 weeks, then the second Internship will be 8-10 weeks.

4. Intellectual Property

- a. The Host Company owns all Intellectual property rights to all work performed by students for the Host Company upon its creation.
- b. All students are bound to abide by all rules of engagement of their Host Company, and ECA agrees that the Host Companies may require an ECA PY student sign an Intellectual property agreement if the company has an intellectual property policy requiring such signature.

5. Internship Penalty Fees

Sr. No	Policy Description	Penalty Fee Value
1	When an internship is terminated post-placement due to breach of terms by a student and a new internship opportunity is to be sourced for the student.	AUD 350 + GST
2	When a student has not submitted placement documents by week 22 after being informed at Week 18.	AUD 350 + GST
3	When an internship placement delay is caused due to point 2, ACS provider late placement fee will also apply.	AUD 220 + GST
4	When a student is reminded to send in the Training Plan form, Training Agreement form, Mid placement report and assessment or end of placement report and assessment and does not send in these reports by the deadline as mentioned in the reminder email.	AUD 100 + GST per delay
5	When a student takes unauthorised leave (leave of absence not pre-approved) from an internship without notifying Student Services or the Internship consultant responsible for the student's placement.	AUD 350 + GST
6	When a student selects a self-sourced or employment-based internship located greater than 200km or two-hour travel time away from the student's home a remote placement fee will apply. The fee is non-refundable if the placement is rejected for not meeting governing body standards for a host company.	Fee will be at actual cost of transport from Campus location to Host and back. Multiple modes of transport may

		be used depending on the location. An estimate of costs will be provided by email to the student.
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6. Penalty Application Procedures

- Students will be notified by email prior to any penalties being applied and reasons for non-adherence to policy.
- Students will be issued with an invoice for the penalty and will need to make the penalty payment by the due date mentioned on the invoice.
- Students have the right to make a complaint or appeal a decision based on the complaints and appeals procedure.

Critical Incident Policy

ECA Professional Year recognizes that its enrolled students generally do not have close family available to care and provide support for them in Australia in the event of crisis and/or a critical incident. ECA Professional Year therefore seeks to do everything in its capacity to:

- respond in a practical and timely manner to any critical incident involving one or more of its students.
- ensure that ongoing support is provided to a student in need.
- ensure that timely and regular information is relayed to families of impacted students; and
- ensure that comprehensive records are maintained.

These commitments cover critical incidents including:

- natural and human made incidents which pose a fundamental threat to the continued operations of the program (fire, intruder, bomb or substance threat, flood, storm or cyclone/tornado, power failure, pandemic); and
- critical incidents which impact on a more individual and personal level, such as missing students, severe verbal or psychological abuse/aggression, death, serious injury or any threat of these and issues such as domestic violence, sexual assault, drug or alcohol abuse.

The former of these critical incidents are managed on behalf of all ECA subsidiary and associated providers and campuses in Australia by the Education Centre of Australia through its **Emergency Management and Recovery Plan** which covers:

- fire.
- intruder – bomb or substance threat.
- fire, storm tornado.
- power failure; and
- pandemics.

The **Emergency Management and Recovery Plan** also provides:

- key personnel contact information and related calling tree.
- the roles and responsibilities of the emergency team members.
- emergency response procedures including building evacuation, disaster recovery, and personnel and family notification; and
- incident reporting and record keeping.

As indicated above, the ECA Professional Year Critical Incident Policy and Procedures critical incidents which impact on a more individual and personal level, such as:

- missing students.
- severe verbal or psychological abuse/aggression.
- death, serious injury or any threat of these; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

The General Manager of ECA PY and the Operations Manager carry overall responsibility for the development, oversight and review of the Critical Incident Policies and Procedures. In carrying out these responsibilities they are supported by the ECA Professional Year Critical Incident Team, comprised of:

- the General Manager - ECA PY.
- the ECA Operations Manager.
- the ECA Group Quality Assurance Committee: and
- the Student Services Manager.

In the absence of the General Manager, primary responsibility for Critical Incident Policies and Procedures lies with the Operations Manager of ECA PY

Day-to-day responsibility for policy and procedure coordination, and responding to, managing and reporting on critical incidents rests with:

- the General Manager of ECA PY and Operations Manager of ECA PY in Parramatta.
- The Director of Studies in Brisbane.

Their responsibilities are to:

- respond in a practical and timely manner to any critical incident involving one or more of its students.
- contact police and/or other emergency services if required.
- ensure that ongoing ECA and external professional support is provided to those impacted by the incident.
- ensure that timely and regular information is relayed to families of those impacted.
- Involve the Critical Incident Team when required and keep them informed; and
- ensure that comprehensive records are maintained.

Students are advised during orientation of the details of the ECA **Emergency Management and Recovery Plan** and the **Professional Year Critical Incident Policies and Procedures**, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

Trainers and student services staff are made aware of the ECA **Emergency Management and Recovery Plan** and the **Professional Year Critical Incident Policies and Procedures** upon initial induction and they are made

aware of any changes at scheduled Trainer Meetings. All staff will be provided with information on relevant emergency services contact people and telephone numbers.

If a student becomes aware that a fellow student has been missing from 4 classes with no known contact with staff (general or academic) and/or other students, they are expected to inform either their trainers or a student services officer of the situation and their concern.

If because of attendance monitoring any trainer or staff member becomes aware that an enrolled student has been missing from 4 classes with no known contact with staff (general or academic) and/or other students, or if they become aware that a student is experiencing severe medical or psychological stress, they are responsible for informing the senior ECA Professional Year officer on their campus.

If any student or staff member becomes aware of any critical incident affecting one or more enrolled students (either during or out of normal ECA Professional Year operating hours) that student or staff member will be responsible for informing the senior ECA Professional Year officer on their campus.

The senior responsible officer/staff member will:

- investigate the concern/incident to identify and evaluate the details and severity of the incident.
- report the concern/incident to the General Manager, Operations Manager or Academic Manager.
- determine, in consultation with the General Manager, Operations Manager or Academic Manager whether to escalate the incident and inform members of the Critical Incidents Team.
- take whatever appropriate necessary action; and (later)
- interview those affected and/or witnesses; and
- record details of the reported incident.

If the incident is not severe and can be resolved with resources available to ECA, the General Manager, or the Operations Manager, or the Academic Manager and/or the Student Services Manager and/or the campus manager will ensure that the appropriate level of action is taken, and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the General Manager - ECA PY, Operations Manager or Academic Manager and/or the Student Services Manager and/or the campus manager will initiate action to arrange that support. Personal details may be provided to the relevant emergency services if the person/s involved is/are incapacitated and unable to provide these themselves.

If the General Manager has not been immediately available and involved, the incident and the consequent action must be reported to them and the Critical Incident Team as soon as possible after the initial support has been provided.

The General Manager, Operations Manager or Academic Manager and/or the Student Services Manager and/or the campus manager will:

- monitor developments and the condition of and provide appropriate support for the person/s affected through any period of treatment/convalescence.
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of those seriously affected and unable to communicate on their own behalf.
- coordinate the provision of any ECA Professional Year resources required during any period of treatment/convalescence/support.
- liaise with the police and other emergency services personnel as required.

- advise and assist any family members who decide to travel to Australia to support a student impacted by the incident.
- ensure that detailed records are maintained of the incident.

The officer most directly involved in responding to and managing the incident and its aftermath will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, officer most directly involved in responding to and managing the incident will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of a Student, the ECA PY Operations Manager will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations.
- organise the sending of a letter of condolence to the family.
- ensure all administrative actions are taken e.g., adjust the student records database, process any tuition refunds, etc.

In implementing these procedures in response to any suspected or real critical incident the responsible officers will remain mindful of information privacy principles, laws and regulations.

Emergency Management

In the event of an emergency, all students are required to act as directed by the Emergency Warden. If asked to evacuate they should proceed to the Emergency Assembly Area. Please check the 'Emergency Evacuation Map' (located on your level or on the student notice board) for this location. An emergency evacuation is not a formal break.

Evacuation Procedures

- In case of fire or other emergency students are to follow the instructions of the Wardens and their Trainers without question or delay.
- On hearing the EVACUATION ORDER or SIGNAL, students are to leave their classroom in an orderly manner and assemble near the Fire Exit Doors and leave via the Emergency Exits as shown on the Floor Plan below (for each campus).
- Students are advised NOT TO CARRY BAGS, BOOKS OR PERSONAL ITEMS WHEN LEAVING THE BUILDING.
- Students should then follow their Trainer or the warden to the Evacuation Assembly area as shown on the diagram below (according to each campus).

Automatic Fire Alarm

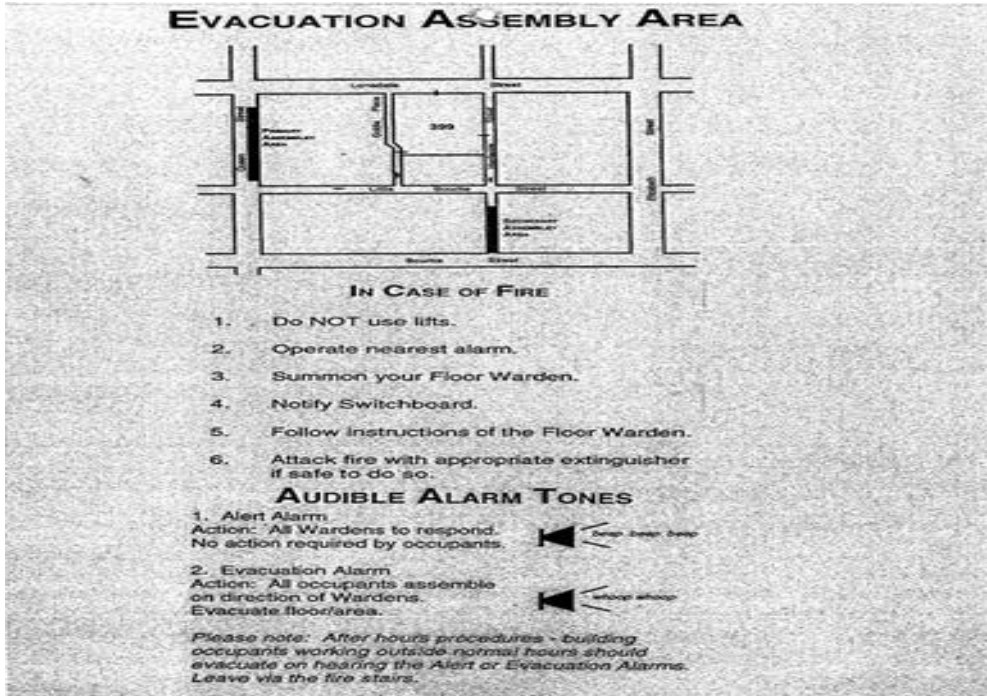
- DO NOT PANIC and IN AN EMERGENCY, DO NOT USE THE LIFTS.
- At the sound of the ALERT Tone – (Beep, Beep, Beep) – Move immediately to the nearest assembly area.

- At the sound of the EVACUATION Tone – (Whoop, Whoop, Whoop) or when requested to do so by your Emergency Warden MOVE INTO THE FIRE STAIRS IN AN ORDERLY MANNER to STREET LEVEL.
- On reaching the street move clear and out of sight of your building and down TO THE DESIGNATED EMERGENCY/EVACUATION ASSEMBLY AREA

Evacuation Assembly Area and Floor Plan –



Evacuation Diagram: Melbourne Campus



Melbourne Campus Floor Plan (Level 7) 399 Lonsdale Street Melbourne, VIC 3000



Level 3 , 269 Wickham Street, Fortitude Valley QLD 4006 Evacuation Diagram: Brisbane Campus



LEVEL 3 PLAN

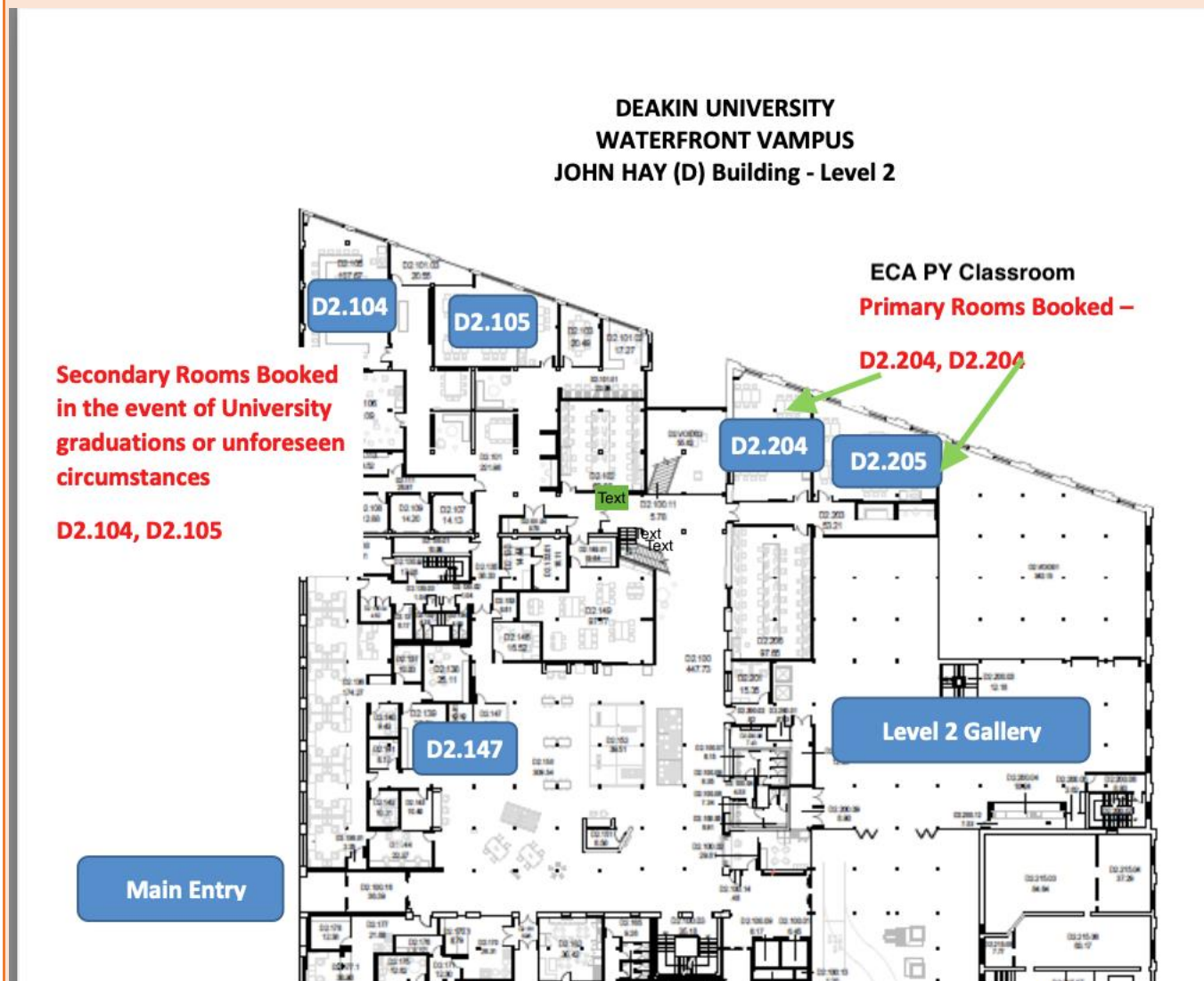
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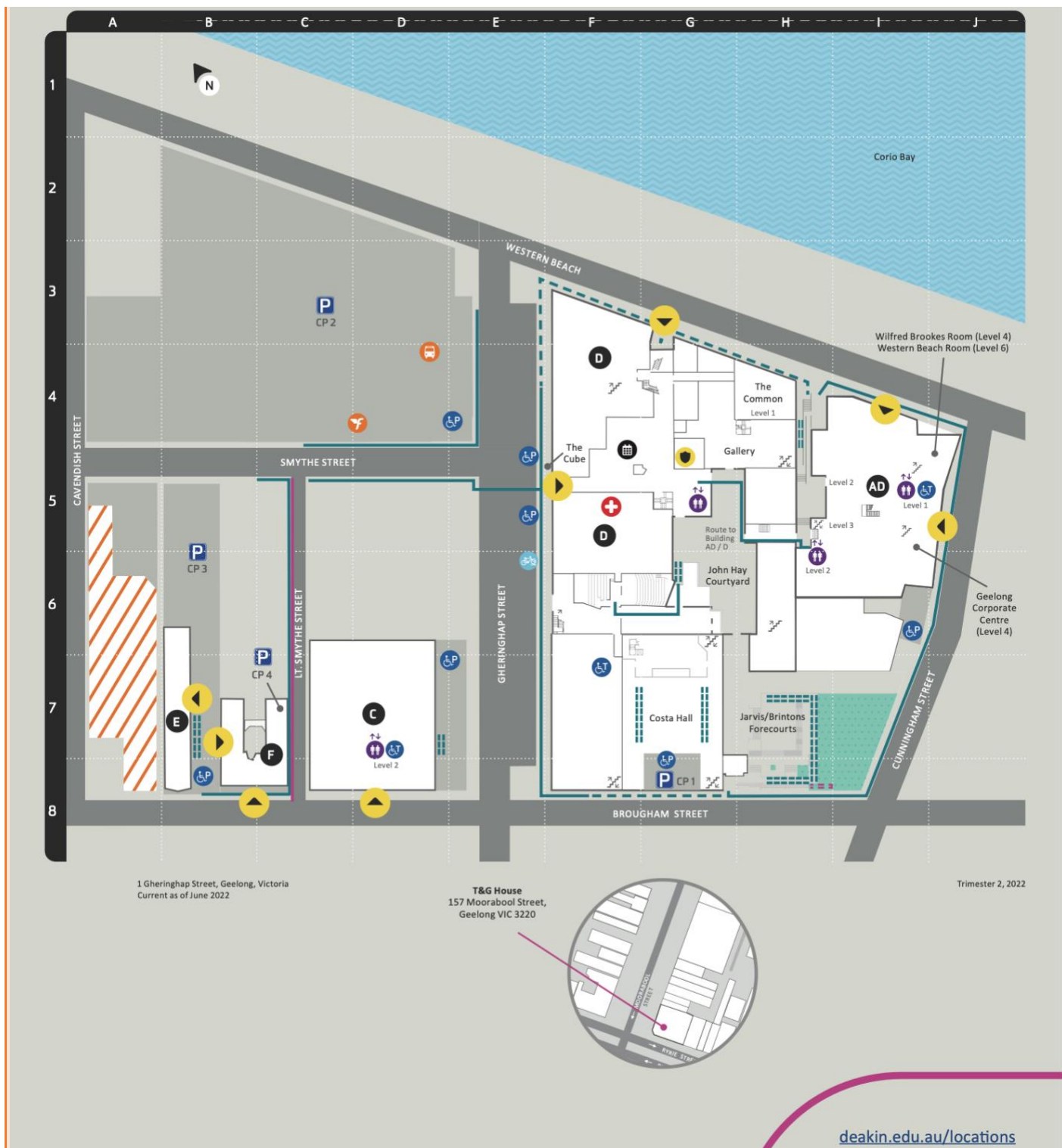
Geelong Campus

Deakin Waterfront campus

Level 2, John Hay Building, 1 Gheringhap Street, Geelong VIC 3220

Floor Plan





Important Contacts

General Manager ECA Professional Year (All Campuses)

Mr. Luciano D'Ambrosi

Level 4, 1-3 Fitzwilliam St, Parramatta, NSW 2150

Email: luciano.dambrosi@eca.edu.au

Phone: (02) 8319 2180

Availability: Mon to Fri 9am to 5:30pm (via appointment only)

Acting Director of Studies ECA PY

Mr. Anil Naidu

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Phone: (07) 3210 7474

Availability: Mon to Fri 9am to 5:30pm

Operations Manager

Ms. Rachel Aulbury

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Phone: (02) 8319 2171

Availability: Mon to Fri 9am to 5:30pm

Internships Manager

Mr. Loren D'Souza

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Phone: (02) 9318 8132

Availability: Mon to Fri 9am to 5:30pm