



International Student Handbook (Perth)

The following information has been prepared to provide overseas students enrolling at XLT with advice that relates to the conditions of their enrolment and their course of study. This section should be read in conjunction with the other sections of the Student Handbook.

This Addendum contains information that relates to:

- Course Content
- Facilities
- Rules of Enrolment
 - XLT student behaviour standards
 - Payment of Fees
 - Course Progress
 - Minimum 80% Attendance
- Course Enrolment Transfer
- Complaints and Appeals Policy (please note that these differ from those relevant to local and resident students)
- Deferment Suspension and Cancellation Policy
- Course Fees and Refund Policies
- Student Support Services

Should you have any questions concerning the information provided in this section please make contact with the Overseas Student Contact Officer (OSCO) - Nerolie Pottinger.

Course Content

XLT delivers the following courses in WA over the periods indicated below; with a hands-on classroom and workshop training approach with assessments that include written tests, observed simulated tasks and workplace experience.

Course MIV-A

This program is delivered over a period of 45 weeks (approx. 30 hours per week), including one break of two weeks, 5 days per week contact days involving theory classes & working in the XLT practical classrooms

Course MIV-B

This program is delivered over a period of 96 weeks (approx. 20 hours per week), including two breaks of two weeks and one break of eight weeks providing a total of 12 weeks of break time, 5 days per week contact days involving theory classes & working in the XLT practical classrooms.



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Students study with competency based training and assessment methods and will be assessed according to established industry standards that will equip the student with the essential skills and knowledge to gain a firm footing in their chosen industry area.

Facilities

XLT training facilities are located at:

Western Australia

33 Howson Way

Bibra Lake

Western Australia

All training is conducted with ample tools and equipment available to students with supplementary research materials and resources within easy access.

Rule of Enrolment

The Rules of Enrolment at XLT have been established by XLT management to ensure that all enrolled students are able to experience a learning environment that allows all students to gain the maximum benefit from the courses undertaken and maximise their study outcomes.

The Rules of Enrolment at

- XLT student behaviour standards
- Payment of Fees
- Course Progress
- Minimum 80% Attendance

XLT Student Behaviour Standards

XLT Management and Staff do not discriminate based on gender. Students are expected to behave at all times with courtesy and respect towards each other as well as toward the XLT staff.

- Students are expected to uphold proper moral conduct at all times within all contact with fellow students and staff.



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- Coffee, tea, food or chewing gum will not be allowed in the classroom. There is a Non Smoking Policy on XLT's property.
- Students discovered to be under the influence of Alcohol or Illegal Drugs will be asked to leave the XLT property immediately and may face enrolment cancellation.
- Talking during class is not permitted as this distracts fellow students and shows disrespect to training staff.
- Student dress is to be clean, neat, tidy and modest. Personal Hygiene must be of a high standard so as to not distract other students
- Being punctual for the commencement of class is very important. A student who is late may not be allowed to enter the class. When late students enter class they must sit in the back of the class and exercise consideration so as not to disturb their fellow students already involved in class work.
- Use of electronic equipment, such as cameras video cameras, tape recorders and mobile telephones is not permitted during classes. Students must ensure that watches or any other kind of equipment do not make noises, such as the sounding of alarms during classes.

Payment of Fees

The Course Money Payment Arrangements established during enrolment are to be maintained at all times. Where a student fails to meet their Course Money Payment obligations the students enrolment may be cancelled by XLT Management. All Course Money Payments must be a semester in advance. Students requiring advice concerning their current financial circumstances should in the first instance seek an interview with the Overseas Student Contact Officer.

Course progress

XLT is committed to monitoring the course progress of overseas students. Where a student may fall behind and record assessments that are below the competency, XLT training staff will provide the required support to assist the student through to the required competency.

In the case where a student may fall below 50% of the required competency score in a study period (no shorter than 10 weeks) training staff will contact the OSCO who will initiate the Course Progress Intervention Strategy, which will include but not be limited to providing the student with :



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- guidance concerning the appropriateness and suitability of courses undertaken by the student.
- guidance and reference to the units of competency where NYC's have been recorded.
- demonstration of the competencies where they have recorded NYC's
- information concerning the rescheduling of re assessment events
- information concerning the potential need to report the student to DIAC if they maintain unsatisfactory course progress for two consecutive study periods.

Students requiring the Course Progress Intervention Strategy may wish to appeal their assessment result.

All due care is taken by XLT Training staff to support the student to the place of competent completion of units. However where a student records competency scores below 50% in two consecutive study periods, XLT management may commence enrolment cancellation procedures. Where a student records competency scores below 50% in two consecutive study periods XLT Management will notify the student in writing of their intention to report their unsatisfactory course progress to DEEWR/DIAC. Students may appeal the decision (refer to the XLT complaints and Appeals Procedure)

Minimum 80% Attendance

In case of absences, students must inform XLT Reception ahead of time or telephone reception between 8:00am and 9:00am on the day in question or as soon as practicable thereafter. Whilst XLT are committed to monitoring a student's course progress, students who fail to attend class on two consecutive days will be contacted by the Overseas Student Contact Officer and a reason for their absenteeism requested. Students who fall below 80% attendance will be at risk of course suspension or enrolment cancellation.

Complaints & Appeals Procedure

Internal Process

The complaints and appeals procedure of XLT shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant.

An overseas student that has a complaint should first approach a training staff member or the Overseas Student Contact Officer and explain their complaint. The student's complaint if not satisfactorily resolved, can be appealed and will be reported to the next XLT management meeting or dealt with within 10 days of lodgement. Accessing the Complaints and Appeals process does not put the student's enrolment at risk.



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The decision of XLT management concerning the complaint and subsequent appeal outcomes will be advised to the student in writing as soon as possible following the meeting.

Independent Conciliator (Western Australia Only)

As a part of the Internal Process of XLT's Complaints and Appeals procedure in Western Australia only, students or staff may access a independent person known as the Independent Conciliator. The Independent Conciliator, available at the Department of Education Services in Osborne Park, Western Australia, is a free service. The Independent Conciliator who will deal with issues relating to:

- institutions' services and facilities;
- content and standard of Education Services;
- amount of refunds paid to students;
- quality of instruction;
- academic progress of students;
- the conduct of international students;
- welfare services;
- information concerning part-time employment opportunities;
- accommodation provided by or advertised by an institution;
- suspension and expulsion of overseas students; and
- any other matters deemed appropriate by the Conciliator.

If either a student or a member of staff at XLT would like to discuss a case with the Independent Conciliator, they can contact the Conciliator either by telephoning (08) 9441 1953, or by sending a fax to (08) 9441 1950. The email address of the Conciliator is anne.duncan@des.wa.gov.au

External Process

If the complaint or appeal is not resolved to the student's satisfaction a student or staff member can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or wish to lodge an external appeal about a decision made by XLT. Please see the Overseas Students Ombudsman's website for more details about this process www.oso.gov.au or alternatively, call 1300 362 072 (cost of a local call from landlines apply, or higher costs from a mobile phone).



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Course Deferment Suspension and Cancellation

XLT management and staff are committed to assessing all applications for course deferments of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

Deferment of course study may be granted to a student where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence exists to support these circumstances. In the case of a need to defer a course of study the student should approach the OSCO and submit a written explanation of their deferment request with any supporting evidence concerning their prevailing circumstances.

Suspensions or Cancellations

Where a student's conduct has been found to violate XLTs rules of enrolment and where warning has been provided, the Overseas Student Contact Officer will inform the student that their misconduct has resulted in a report being made to XLT management.

Students receiving a misconduct report will be notified that they will have their enrolment suspended or cancelled by XLT management. Students will be provided with an opportunity to access the internal /external appeals process and the independent adjudicator (in Western Australia only) should they choose. They have 20 working days to do so following the decision by XLT.

Students also have an opportunity to defer or suspend their enrolment in compassionate and compelling circumstances only. Where a student wishes to cancel their enrolment, they may do so however, where students have paid tuition fees in advance, the refund policy applies and should be consulted.

*** Deferments, suspensions or cancellations of enrolments may affect a student's visa conditions in which a case a student should approach DIAC for further advice.**

Transfer of Student Enrolment

Transfer from another Provider



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In order to qualify for course transfer without a letter of release, the student must have completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered of the course has ceased to be registered.
- The original registered provider has provided a written letter of release
- The original registered provider has a had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Transfer to another Provider

When a student requests a transfer of their enrolment to another registered provider XLT enrolment staff member shall provide the student with advice on XLTs procedures for applying for a course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider. A request may take as long as but will not extend past a 7-day assessment period and will not attract any fee.

Grounds for Course Transfer

XLT will consider all reasonable requests for enrolment transfer and apply special consideration for a transfer to another course offered by a registered provider where:

- Reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from XLT's location of training
- XLT has ceased to be registered as a Provider on CRICOS or the course has ceased to be registered.
- XLT has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Course Transfer Refusal



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XLT may refuse an application for transfer where a transfer is considered detrimental to the student's study progress. XLT's complaints and appeals process is available should a release refusal letter be issued.

Course Transfer Approval

Should an application for Course Enrolment Transfer be successful the student will be supplied with an XLT letter of release.

XLT will only provide a letter of release after the student has provided a letter indicating a valid enrolment offer from another registered provider.

Under 18 years of Age

XLT does not accept international students under the age of 18 years.

Course Fee Refund Policy

Students seeking a Course Refund should direct their initial inquiry to the Enrolling Officer or Overseas Student Contact Officer. The Overseas Student Contact Officer shall provide the enrolled or enrolling student with information relating to, including how to access refund policy.

XLT will provide a total refund of tuition fees paid in advance where a course place is no longer available or a Visa has been denied, less the application fee. Additionally XLT will provide a total refund of fees paid in advance less the application fee where:

- a) the course does not start on the agreed starting day.
- b) the course ceases to be provided at any time after it starts but before it is completed; or
- c) the course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Course Fee Refunds Procedures

Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Overseas Student Contact Officer.
- State valid reasons for their course refund application.
- Allow 7 days for the application to be processed by XLT Management
- When receiving a written course fee refund application the Overseas Contact Officer shall:
- Present the application to XLT management
- Provide to the student in writing the resulting decision of XLT management.



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- Advise the student of their right to appeal the decision of XLT management and that this refund policy, and that the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

Where a written application is received for a Course Money Refund XLT staff will:

- provide a total refund of course money paid in advance where a Visa has been denied.
- provide a full refund of course money paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 70% of a semesters fees less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a semesters fees, less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund to students who withdraw after the commencement of the course up til the first 4 weeks. The refund shall be 30 % of a semesters fees, less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- apply no refund where a student has withdrawn from the course after the 4th week of the course.
- a student who has paid for more than two semesters in advance and withdraws during semester and more than four weeks before the commencement of the following semester, will receive no refund of fees for the current semester and at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester.
- should XLT Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences XLT will provide a full refund of course money.
- should XLT Management withdraw a student from a Course because the student has seriously breached international student visa conditions or its



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rules as a training provider, no refund of the current semester's fees and 40% of fees applicable to the subsequent semester (if paid).

Staff involved in refund procedures with students must:

Advise students who dispute the refund procedures that they have access to the XLT internal / external appeals procedure.

Advise the refund eligibility of any student involved in the deferment, suspension or *cancellation of their course enrolment.

Student Support Services

XLT Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services. The Overseas Student Contact Officer will be available for all enquiries from students regarding personal or welfare matters during their time of study with XLT.

OSHC

People studying in Australia on an international student visa are required to have overseas student health cover

OSHC covers international students for certain medical costs if you need to visit a doctor or go to hospital.

You can arrange OSHC yourself or XLT can arrange OSHC over for you.