

STUDENT HANDBOOK



THE PERFORMANCE
COLLEGE

THE PERFORMANCE COLLEGE

Shaping Futures, Building Dreams



CONTACT US

Phone: 1300 444 228

Email: info@tpc.edu.au

CRICOS Code 04180C

RTO Code 46069



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CEO Message

Thank you for choosing The Performance College as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals. We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. We aim to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards. The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with The Performance College.

I've been a part of both childcare as well as leadership and management industry. I am a qualified trainer and assessor myself and have dealt with numerous students during my tenure. I exactly understand the struggles and challenges students face when they arrive in a new diversified environment outside the comfort of not just their home but outside their country as well. I will personally ensure each and every learner at The Performance College has the best learning experience in the college.

Thank you for considering training with The Performance College. I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Rekha Lohan

CEO

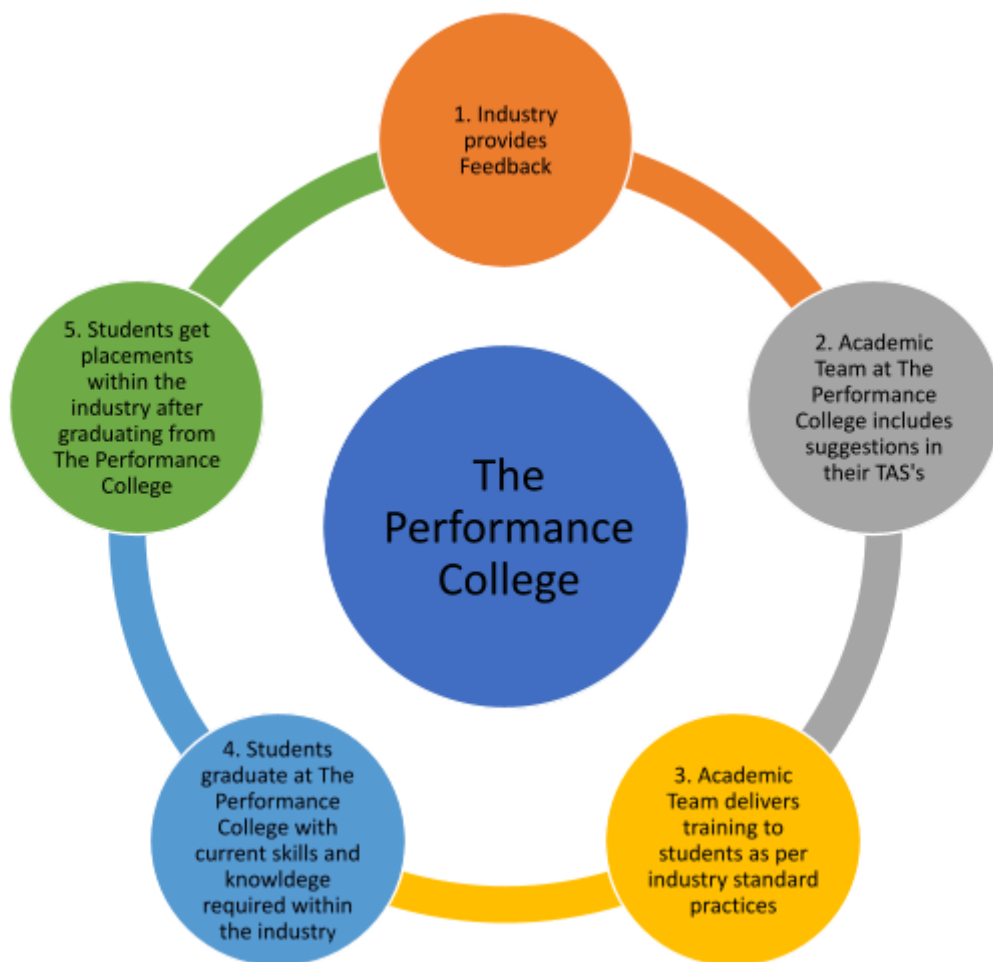
The Performance College

Introduction and College Overview

About us

Studying at The Performance College

The Performance College is dedicated to providing training across various industries, with a focus on developing strong management skills in its candidates. The College seeks to foster strong connections between students, trainers, and industry partners, acting as a vital link between these parties. Through continuous feedback from the industry, the College adapts its training and assessment strategies to ensure they meet the evolving needs of the job market. This approach ensures that students acquire the most relevant skills and knowledge, improving their chances of direct placement within the industry upon successful completion of their studies.



*Please note that while The Performance College strives to help the majority of its students secure placements within their industry and/or advance in their current roles through their studies, the College does not guarantee placement as an outcome of the course.

Key highlights of this Handbook

This handbook is designed to provide you with essential pre-enrolment information and guide you throughout your studies. It outlines important processes and procedures that directly impact you, helping us maintain our high standards of education delivery.

The purpose of this handbook is to equip you with everything you need to know about studying at The Performance College and living in Australia. It covers available courses, how to apply, visa application guidance, approximate living costs, emergency contacts, and more. Additionally, it provides information on what to do upon arriving at the airport, working in Australia, accommodation options, bringing family, schooling for children, and much more.

The first section of this handbook details the courses offered by The Performance College, including how to apply and the visa application process. It also includes information about your arrival in Australia and an introduction to life and study in Melbourne.

*NOTE: The details regarding living expenses, transport, and general costs are provided as a guide only. These figures are averages and may vary depending on location, proximity to the city, and local regulations.

During your orientation program, you will receive additional information and tips to help you adjust to studying and living in Australia.

For more detailed information about living and studying in Melbourne, you can visit www.studyaustralia.gov.au. This website offers a downloadable guide that can be very helpful.

Please take the time to read this handbook and familiarize yourself with its contents.

Key highlights of The Performance College

The Performance College is conveniently located in a newly developed office building, offering easy access from Melbourne's train stations and public transport. We are committed to providing top-quality equipment, a supportive learning environment, a relevant curriculum, and highly qualified teachers and trainers with current industry experience. This ensures that you receive a qualification that is highly regarded by employers.

ESOS Framework

The Australian Government is dedicated to ensuring that international students have a rewarding, enjoyable, and safe experience while studying in Australia. Australia's education and training system

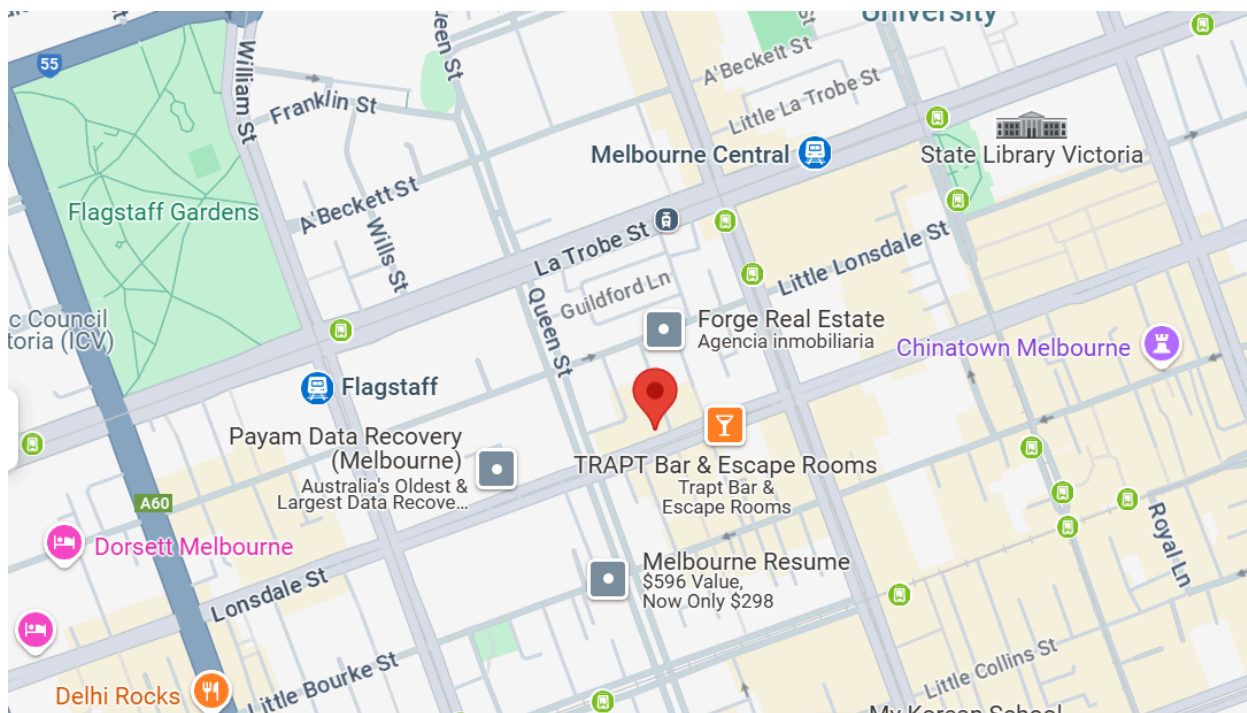
provides high-quality services and protections to help international students make the most of their time here. International students can pursue education at all levels, from primary and secondary school (with certain age and family support restrictions), to foundation and English language courses, vocational education and training (VET), and higher education.

The laws that protect international students are part of the Education Services for Overseas Students (ESOS) framework, which includes the Education Services for Overseas Students Act 2000 and the ESOS National Code. For more information on the ESOS Framework and associated legislation, you can visit: [Education Services for Overseas Students \(ESOS\) Framework - Department of Education, Australian Government](#)

More information at (International Students Factsheet): [International Students Factsheet - Department of Education, Australian Government](#)

Our Campus & Contact Details

Campus Address:	Level 5, 398 Lonsdale Street, Melbourne VIC 3000
Office Hours Contact No	03 9008 4043
24/7 Emergency Contact No:	1300 444 228
Email:	info@tpc.edu.au
Business Hours:	Monday to Friday From 9:00 am to 5.00pm



If you need support or assistance with your course or any aspect of your stay in Australia, please reach out to either the Student Support Team. They will provide assistance or direct you to the appropriate resources. If you have difficulty contacting either of these individuals, please make an appointment through reception by calling 03 9008 4043.

For urgent assistance related to your course after 5:00 pm, please call the following emergency number:
1300 444 228

NOTE: If your emergency involves an accident, fire, or any situation where you are in danger, please call "000.

If you are unwell or have been injured, please seek medical attention by visiting the nearest hospital or medical center. Below are the contact details for emergency and general services available near your campus.

Our Campus Facilities

- Well lighted training rooms
- Free Wifi at campus; login details will be provided at Orientation
- Student Break area
- Easily accessible via public transport;

Our Scope

Scope of Registration

Code	Course Name	Delivery Mode
CHC30121	Certificate III in Early Childhood Education and Care	Face-to-Face
CHC50121	Diploma in Early Childhood Education and Care	Face-to-Face
BSB50420	Diploma of Leadership and Management	Face-to-Face
BSB60420	Advanced Diploma of Leadership and Management	Face-to-Face
BSB80120	Graduate Diploma of Management (Learning)	Face-to-Face

Please refer to the course information at www.tpc.edu.au.

Emergency Telephone Numbers

Police, Fire, Ambulance	Dial 000
Department of Home Affairs	Dial 131 881
Hospital	St. Vincent's Public Hospital Melbourne Address: 41 Victoria Parade, Fitzroy VIC 3065, Australia Hours: Open 24 hours Emergency department: Open 24 hours Phone: +61 3 9231 2211 Website: https://www.svhm.org.au/ Distance: 1.4 km The Royal Melbourne Hospital Address: 300 Grattan St, Parkville VIC 3050, Australia Hours: Open 24 Hours Website: https://www.thermh.org.au/ Phone: +61 3 9342 7000 Distance: 1.6 km
Police Station	Melbourne East Police Station Address: 202 Bourke St, Melbourne VIC 3000, Australia Phone: +61 3 9637 1100
Medical Centre	Melbourne City Medical Centre Address: 68 Lonsdale St, Melbourne VIC 3000, Australia Phone: +61 3 9639 9600 MyClinic QV Address: Shop 051, Corner Swanston & Lonsdale Street, QV Retail

	Centre (inside Priceline Pharmacy), Melbourne VIC 3000, Australia Ph: +61 3 9663 4517
Pharmacies	Chemist Warehouse Flinders Street Address: Shop 206 Midtown Plaza, 246 Bourke St, Melbourne VIC 3000 Phone: +61 3 9639 7541 Ramsay Pharmacy Melbourne CBD Address: Shop 2-G07 Southern Cross Building Corner Bourke & Exhibition St, Melbourne VIC 3000, Australia Phone: +61 3 9650 4265

Other Services Contacts

Nearest Stations	Metropolitan	Train	Melbourne Central Station Metro
Local taxi companies			Star cabs Melbourne Phone: +61 1300 414 246 Website: https://starcabs.com.au/ Melbourne Cabs Phone: +61 431 932 227 Website: https://13melbournecabs.com.au/
Automated Teller Machines (ATMS)			ANZ ATM Address: Level 3 Melbourne Central, 300 Lonsdale St, Melbourne VIC 3000, Australia Located in: Melbourne Central Phone: 131314 Bank of Melbourne ATM 100 Collins Street Address: 100 Collins St, Melbourne VIC 3000, Australia Phone: +61 133322
Libraries			City Library Address: 253 Flinders Ln, Melbourne VIC 3000, Australia Phone: +61 3 9658 9500
Internet Cafes			Genesis Internet Cafe Address: Level 3/261 Little Lonsdale St, Melbourne VIC 3000, Australia Located in: RMIT University Melbourne City Campus Phone: +61 3 8639 0165 Galaxy Sonic Internet Cafe Address: shop105t, 22 Rose Ln, Melbourne VIC 3000, Australia

Stationery supplies and printing services	My Office Stationers Office and Stationery Supplies Melbourne Address: GROUND FLOOR, 500 Collins St, Melbourne VIC 3000, Australia Phone: +61 3 9629 8238
External Counsellor	Victorian Counselling & psychological Services (VCPS) VCPS has about 40 practitioners including registered psychologists, psychiatrists and provisional psychologists and counsellors who specialise across all areas of psychology including mental health, stress management and academic performance. VCPS has a diverse and experienced team of clinicians. VCPS offers both in person and telehealth video sessions all across Australia and aims to provide the best quality care possible. VCPS's intake team offers triage solutions to help new clients find the most suitable match in order to help smoothen their clinical journey. Melbourne CBD Queen Victoria Building, 23 QV Terrace, 292 Swanston Street, Melbourne 3000 Phone (03) 9419 7172 https://vcps.com.au/ Telehealth video conferencing Video conference sessions are available to anyone, anywhere Note: Please note external counselling services will incur a fee; please contact the counsellor and confirm prior to booking

External Support Services

Entity	Telephone	Website	Purpose
Reading and Writing Hotline	1300 655 506	https://readingwritinghotline.edu.au/	The Hotline can offer advice and refer you to one of the providers offering courses in adult literacy and numeracy for the cost of a local call anywhere in Australia.
Lifeline	13 11 14		Lifeline's 13 11 14 service offers confidential telephone counselling, ensuring everyone's right to be heard, understood, and cared for. They also provide information on other support services available across Australia. Call anytime if you need support with anything troubling you
Reach Out		www.reachout.com.au	ReachOut is a web-based service designed to help young people navigate tough times, improve their mental health, and boost their wellbeing. It provides skills, information, support, and referrals in ways that resonate with young people, aiming to enhance their mental health.
Health direct Australia	1800 022 222	https://www.healthdirect.gov.au/	A service offering a symptom checker, along with information on medicines and general health.
MindSpot	1800 614 434	https://mindspot.org.au/	A free service for Australian adults dealing with anxiety, stress, depression, and low mood. It offers online screenings, treatment courses, and helps find local support services.
Butterfly Foundation	1800 334 673	https://butterfly.org.au/	Support for individuals experiencing an eating disorder, offering someone to talk to. Available Monday to Friday, 8 am to 9 pm (excluding public holidays).
My Future		https://www.myfuture.edu.au	Career information and resources available through a joint initiative of the Commonwealth, state, and territory governments.
Rape & Domestic Violence Services Australia	1800 737 732 (1800 RESPECT)	https://www.1800respect.org.au/	A range of support services is available for individuals who have experienced sexual assault, domestic, or family violence.
Tenants Union of Victoria	9416 2577	www.tuv.org.au	Information on renting rights and obligations in Victoria.
City of Melbourne		https://www.melbourne.vic.gov.au/multicultural-services	Melbourne City Council website offering information on translation services, the Multicultural Hub, multicultural communities, and

Multicultural Services			resources for international students.
Study Melbourne Student Centre	1800 056 449	https://studymelbourne.vic.gov.au/	Study Melbourne is a Victorian Government initiative offering support and information to international students, featuring a year-round program of free events. Address: 17 Hardware Lane, Melbourne.
Legal Aid Victoria	1800 677 402	http://www.legalaid.vic.gov.au	Victoria Legal Aid assists with legal issues, focusing on protecting the rights of socially and economically disadvantaged Victorians. It provides support in criminal, family, and some civil law matters. Legal representation is subject to policy guidelines and means tests. Lawyers are available in most major metropolitan and regional areas.
Disability Rights Victoria	1800 462 480		Disability Rights Victoria is an advocacy organization led by people with disabilities, offering support, information, and advocacy for adults with disabilities across Victoria.

Admissions & Enrolment

If you are applying through an education agent, please ensure they are an authorised agent of The Performance College. A regularly updated list of authorised agents can be found on our website at www.tpc.edu.au. However, please note that, at present, The Performance College does not have any approved authorised agents.

If you wish to apply for admission, we kindly ask that you contact us directly. You can reach us by email at info@tpc.edu.au.

For more information on our courses and other details, please visit our website at www.tpc.edu.au.

General Entry Requirements

The Performance College welcomes applications from all students who meet the entry requirements outlined in the course information. Applications are processed on a first-come, first-served basis. However, if a course is full, you will be offered a place in a course that starts at a later date.

To apply for enrolment, please contact us to express your interest. You will then be directed to download the Course Outline and Enrolment Form from our website. To complete your application, you will need to

provide evidence that you meet the entry requirements for the course, as specified in the Course Outline. This may include verified copies of your qualifications, identification (such as your passport), proof of schooling, and valid English language proficiency evidence (e.g., IELTS or TOEFL scores).

If you are applying for Credit, please indicate this on your enrolment form and submit certified copies of your transcripts so we can assess your application. For more information on Credit transfers, refer to the relevant section in this Handbook.

Once you have completed your enrolment form and gathered all necessary supporting documents, please send them to info@tpc.edu.au. We will contact you within 10 days to discuss your suitability for the course and arrange an Initial Skills Assessment, if you meet the entry requirements. This assessment ensures that the course is appropriate for your current skills and knowledge, and aligns with your future career path.

If your application is approved, you will receive a Letter of Offer that outlines the terms and conditions of your enrolment with The Performance College. You should retain a copy for your records. Following this, you will need to pay your deposit and provide any additional required documentation. Once these steps are complete, you will receive your electronic Confirmation of Enrolment (eCoE), along with further details regarding your first training session, including any materials you need to prepare.

Admission Requirements

(Refer to the website for detailed course information)

- Applicants must have successfully completed Year 12 or an equivalent qualification, or hold a Certificate IV in Business or other relevant qualification.
- Students must be a minimum of 18 years of age at the time the course begins.
- All students will undertake an Initial Skills Assessment to ensure the course is appropriate based on their existing skills, knowledge, and experience. The assessment will also identify any additional support needs.
- All students are required to complete a Language, Literacy, and Numeracy (LLN) assessment before commencing the course. The Performance College uses the LLN Robot platform for this assessment.
- All reports, training supplements, and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile with the profile for the course.
- For assessment, tasks, and self-study, students are required to have access to a laptop or computer with a Windows operating system and office applications, such as Microsoft Word, at their own expense.
- Where necessary, The Performance College can provide access to computers and laptops through an agreement with an external IT provider.

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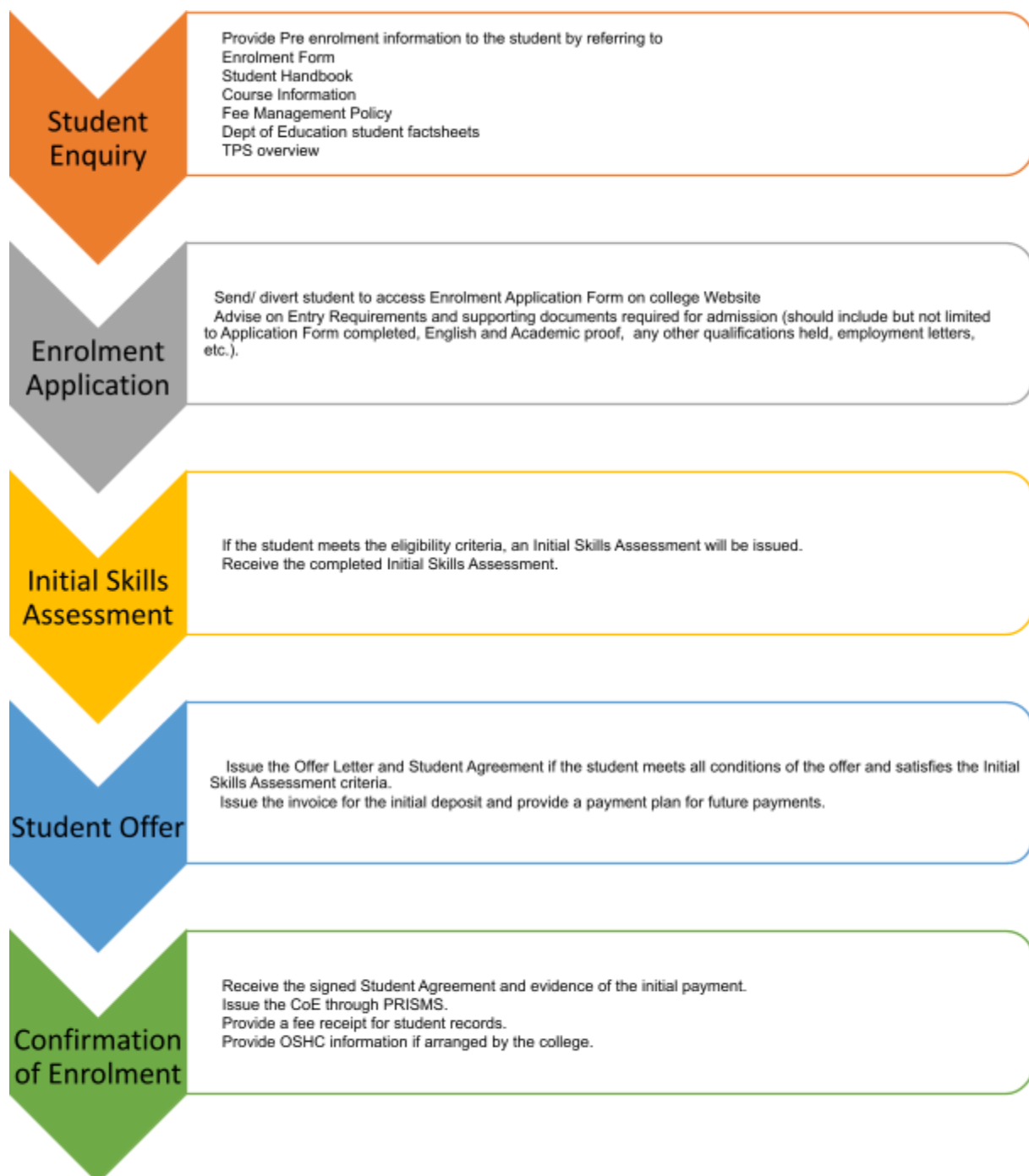
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- For information regarding English language proficiency requirements, please refer to the course-specific details on our website at www.tpc.edu.au.

A pre-enrolment assessment will be conducted to evaluate your current competency, LLN skills, vocational experience, and expectations for the course. This process will also help identify any additional support you may need.

Application Process



Visas

Once you receive your electronic Confirmation of Enrolment (CoE), you will need to apply for your visa. Information on how to apply can be found at:

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

This website provides details on the application process, required documentation (including a valid passport), student visa conditions, work rights, Overseas Student Health Cover (OSHC), and visa application fees. You may also choose to use a registered migration agent to assist with the application process, from course enrolment to your arrival at The Performance College. Contact us for information on the education agents we work with.

Important: Ensure you allow enough time between lodging your application and the start of your course, as the visa process can take time.

If your visa is not approved, you will receive a refund according to the *Refund Policy* outlined in the Refund Section of this Handbook.

If your visa is granted, you must comply with its conditions. Failure to do so may result in the cancellation of both your visa and your course enrolment.

Key conditions include (but are not limited to):

- Meeting attendance and course progress requirements and maintaining a valid enrolment in your chosen course.
- Only working if permitted as part of your visa conditions.
- Maintaining approved OSHC while in Australia.
- Notifying The Performance College of your Australian address and any changes within 7 days.
- Completing the course within the timeframe specified in your CoE.
- Remaining with your education provider for the first 6 months of your principal course, unless granted a letter of release to attend another institution.

If you are bringing your family, you will need to submit their documents as well. Please refer to the "*Bringing Your Family*" section for more information.

Arranging Travel and Documents to Bring

The cost of traveling to Australia is not included in your course fees, so you will need to arrange and cover the cost of your travel. We recommend arriving in Melbourne at least two weeks before your course orientation to allow time for settling in.

Before you travel, ensure you prepare a folder of official documents to bring with you, including:

- A valid passport with an active student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records, and educational qualifications, as instructed by The Performance College at the time of confirmation of enrolment.

If you are traveling with family, be sure to include their documents as well. Keep all important documents in your carry-on luggage. In case the originals are lost, make copies and leave them with family members who can send them to you if needed.

Entry into Australia

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

NOTE: Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point. Follow airport signage and ask airport staff if you have any concerns.

After passing through Immigration, collect your baggage and carefully check it for any missing or damaged items. If you find anything missing or damaged, go to the baggage counter for assistance. The staff there will help you locate missing baggage or file a claim for damaged items.

Once you have your luggage, proceed through Customs where your bags may be inspected. Australia enforces strict quarantine laws to prevent certain food and plant items from being brought into the country. Be sure to declare any items you are bringing in on the form provided to you on the plane. If Customs officers determine that an item is unsafe, it will be confiscated and destroyed. Failure to declare or dispose of quarantine items, or making a false declaration, could result in a fine or prosecution. Please note that all international mail is also screened by Customs.

For more information, visit the Department of Agriculture and Water Resources' Travelling to Australia website at <http://www.agriculture.gov.au/travelling>.

If you are traveling with family, make sure to bring their documents as well. Keep all important documents and your passport in your carry-on luggage during transit, and store them securely once settled in Australia.

It is also important to make copies of all your documents and leave them with a family member or close friend, so they can be sent to you if you lose or damage the originals.

Note: If you plan to bring your family with you, they will also need a visa and health insurance coverage. Family members include your partner (married or de facto) and children under 18 years of age. You will need to provide proof of your family relationships with official documents such as birth certificates and marriage certificates.

For more details, visit <https://www.homeaffairs.gov.au/>.

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of letters and numbers that creates a lifetime record of all nationally recognized training completed by an individual. Under the Unique Student Identifiers Act 2014, all Registered Training Organizations (RTOs) must ensure that students enrolling in nationally recognized training from 2015 onwards have a valid USI. This means, unless you have an exemption issued by the USI Registrar, you must either:

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

If you are giving us permission to access or create your USI, we will require a valid form of identification.

To create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>.

IMPORTANT: We cannot issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For more information about exemptions, please visit: <https://www.usi.gov.au/exemptions>.

Credit Transfers

A credit transfer is the formal recognition of previous studies you have completed, allowing you to reduce the number of units or modules you need to complete in the course you are enrolled in with us.

The Performance College can grant a credit transfer for units/modules that you have already completed with another Registered Training Organization (RTO) or an authorized training organization. A credit transfer can be applied when it is determined that the unit/module you have completed is equivalent to the unit/module in your course.

To apply, complete the Credit Transfer Application Form and submit it as part of your enrollment/application. While you can apply for a credit transfer at any time, it is best to do so as part of your enrollment. By applying during enrolment, any potential credits will be identified, and planning for your course timetable and study requirements can be done in advance. This also helps ensure that there will be no need to adjust your visa after arriving in Australia, as the duration of your course will be confirmed before your arrival.

Attach certified copies of transcripts from your previous course to your credit application. In some cases, we may request additional information about the subjects or units you previously studied to determine equivalence.

Your Credit Transfer Application may be returned to you if the required information is not provided.

In some cases, credit transfers may result in a reduction in course fees, as there is less work required for your course.

You will be notified in writing of the outcome of your Credit Transfer Application. If successful, any adjustments to your course duration, fees, or other details will be included in this communication.

There is no charge for applying for Credit Transfers. Please review our *Credit Transfer policy* at www.tpc.edu.au.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process through which skills and knowledge gained through work, unrecognized training, or life experience can be formally recognized. RPL can reduce the amount of required study or, in specific circumstances, cover the entire course.

The Performance College has a process designed to minimize the time and cost for applicants while providing a supportive approach for students wishing to apply for RPL. We encourage you to discuss RPL

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with one of our trained team members to determine if RPL may be suitable for you. Ideally, apply for RPL at the time of enrolment; however, you may apply up to 2 weeks into your course.

To assess whether RPL is appropriate for you, we will review your relevant experience, work history, and any previous training you have completed. If RPL is determined to be a possibility, you will be provided with an RPL kit that will guide you through each unit, helping you identify relevant skills and experience, and determine if you can provide the required evidence.

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

If you decide to proceed with RPL, you must officially apply by filling out an application form, which is included in the RPL kit. Once you return the completed kit and application form, your application will be assessed for suitability. If accepted, an assessor will contact you to continue the RPL process.

If your RPL application is unsuccessful, you will need to participate in full training and assessment to achieve your qualification. This will be communicated to you in writing.

If successful, the RPL process typically involves gathering evidence to demonstrate your skills, knowledge, and experience. You may be asked to respond to questions, complete tasks, and, depending on the area, participate in workplace observations.

Fees apply for Recognition of Prior Learning, and you will be informed of these fees when you contact us.

Review our RPL process: www.tpc.edu.au

Living and Working in Australia

Arriving in Australia

Getting from Melbourne Airport to Your Accommodation

Melbourne International Airport, located in Tullamarine, is about a 30-minute drive from the CBD. For more information about the airport, visit the official website at melbourneairport.com.au or call +61 3 9297 1600.

If you haven't pre-arranged transportation through The Performance College, you have several options to get to your accommodation:

1. **SkyBus**

SkyBus is a dedicated shuttle service that runs between Melbourne Airport and the CBD. It

operates from both the domestic and international terminals and costs approximately \$24.60. For schedules and more details, visit the SkyBus website: www.skybus.com.au.

2. Taxis

Taxis are available at all terminals. Simply ask airport staff for directions to the taxi rank. The fare from Melbourne Airport to the CBD typically costs around \$60, with additional charges for taxis using toll roads or waiting at the rank. For more information, visit the following websites:

- www.maximelbourne.com.au
- www.silverservicetaximelbourne.com.au
- www.jetbus.com.au/melbourne/

3. Uber

If you've set up the Uber app before arriving in Melbourne, you can choose to request an Uber for your trip. Designated Uber pickup points are located at Melbourne Airport. Ask airport staff for directions.

4. Airport Buses

For more information about public bus services to and from the airport, visit the Public Transport Victoria website: <https://www.ptv.vic.gov.au/getting-around/airport-buses/>.

Note: Before leaving the airport, you might want to visit one of the Traveler Information stands. These provide helpful details about Melbourne and your stay. Information services are located on the ground floor of the arrivals hall in both the International (T2) and Domestic (T1) terminals.

Melbourne's Climate

Melbourne has a temperate oceanic climate and is well known for its highly changeable weather, which is largely influenced by the city's geographical location. This variation in temperature is most noticeable during the spring and summer months, often leading to the development of strong cold fronts. These cold fronts can bring a variety of severe weather conditions, including gales, thunderstorms, hail, sudden temperature drops, and heavy rainfall. On some days, temperatures can rise above 40°C.

It's highly recommended to stay updated on the weather forecast. This will help you dress appropriately for the ever-changing conditions.

Keeping in contact

Before you leave home, make sure to share your flight details and accommodation information with your family, friends, and your education provider in Australia. It's important to inform them if any of these details change.

Once you've arrived in Australia, notify your family and friends to confirm your safe arrival. For your safety, always keep someone informed of your whereabouts.

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Arranging your finances

The currency in Australia is the Australian Dollar (AUD). Ideally, you should exchange your money into Australian dollars before you arrive. However, if you haven't, you can exchange some at the airport upon arrival.

Once you're in Melbourne, you can exchange more money at any bank or currency exchange service. Keep in mind that banks may be closed on weekends, and while airport currency exchanges are usually open, the exchange rate is often less favorable than at a bank.

It's advisable not to carry large amounts of cash with you. Instead, bring only what you'll need for the first few days, and arrange for the remainder of your funds to be transferred to you in Australia.

The amount of money you need will depend on whether you've already paid for your accommodation. It's a good idea to budget for at least a couple of weeks' worth of expenses.

Living in Australia

For an insight into living in Australia, read this article: [First Weeks in Australia](#).

To calculate your living costs, visit the [Cost of Living Calculator](#).

For guides specific to living in Melbourne, explore these free resources: [International Student Guides](#).

Accommodation

It's recommended to book temporary accommodation before you arrive in Australia, and then look for long-term options once you're settled. Temporary accommodation could include a hotel, hostel, serviced apartment, or bed and breakfast (often a converted private residence, which may or may not be within someone's home).

There are several long-term accommodation options available for international students, such as:

1. Student Accommodation

These are shared living spaces specifically designed for international students. They typically offer a range of amenities, including quiet study areas, social spaces, and opportunities to meet and live with other international students.

Some popular options include:

- [UniLodge](#)

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- [Student Accommodation](#)

2. Private Rental

Private rentals involve signing a lease for an entire apartment or house. The lease will outline the rent, bond (a refundable amount when you leave), the tenancy length and type, and other conditions.

You can search for private rental options here: [Real Estate Rentals](#).

As an international student, you have the same renting rights as local residents. It's essential to familiarize yourself with your tenant rights and responsibilities. For more information, visit: [Consumer Affairs Victoria - International Students](#)

4. Share House

A shared house involves living with friends or housemates in a private rental. All tenants are listed on the lease and share the rent and bond.

Helpful tips for share housing:

- [Flatmates - Legal Introduction](#)
- [Flatmates - Connect](#) helps connect people looking to share accommodation or start a lease with others.

5. Boarding or Homestay

Boarding or homestay involves renting a room in a private home and living with the homeowners. This is usually a private arrangement between you and the homeowner.

For more details on homestay options, visit: [Homestay Australia](#)

Bringing your Family with You

If you plan to bring your family with you, they will also need to apply for a visa and have health insurance coverage. Family members include your partner (whether married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents, such as birth certificates and marriage certificates. For more details, visit the section on [Bringing a partner or family](#).

If you have dependent children who need to attend childcare or school, you should be aware of the following costs for childcare in Melbourne:

- **Centre-based childcare:** AUD \$80 to AUD \$120 per day

- **Family day care:** AUD \$6 to AUD \$10 per hour
- **Nannies:** AUD \$25 to AUD \$35 per hour
- **Au pairs (living in your home):** AUD \$200 to AUD \$250 per week

For school-age children (ages 6-17), please refer to [School | vic.gov.au](https://www.school.vic.gov.au) for information on school types, costs, and the application process.

Additionally, please note that the costs for childcare and schooling are in addition to the estimated living expenses, which are as follows:

- **AUD \$21,041** per year for the main student
- **AUD \$7,362** per year for the student's partner
- **AUD \$3,152** per year for the student's first child
- **AUD \$2,790** per year for each additional child (if applicable)

Health

Emergencies

For emergencies such as fire, ambulance, or police, dial **000**. When you call, you will be asked whether you need fire, ambulance, or police assistance and the reason for your request. You will also be asked for your name, address, and telephone number.

Police

Australian police are responsible for protecting people and property, preventing and detecting crime, and maintaining public order. They are independent of the military and political systems, and they help ensure your safety.

Fire

The fire brigade responds to fires, rescues people from dangerous situations like burning buildings or cars, and deals with hazardous incidents involving gas or chemicals. Always call **000** immediately if a fire starts, regardless of its size.

Ambulance

Ambulances provide emergency medical care and transport to hospitals. To request an ambulance, dial **000**.

Medical Assistance

Emergency medical treatment is available 24/7 at the emergency department of public hospitals or some medical centers. Public and private hospitals can be found in the White Pages telephone directory under

'Hospitals,' or by searching online. If you need to go to the hospital, remember to bring your health insurance card and any medications you're currently taking. For non-emergency medical concerns, consult a general practitioner (GP) or visit a local medical center.

Overseas Student Health Cover

Australia has a special health cover system for international students called **Overseas Student Health Cover (OSHC)**. You must purchase OSHC before arriving in Australia to ensure you are covered from the moment you arrive. The Department of Home Affairs requires you to maintain OSHC for the entire duration of your student visa.

You can choose to purchase OSHC from a provider recommended by us or select an Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit their websites for detailed information on what they cover and to choose the right provider for you:

- **Australian Health Management OSHC:** www.ahmoshc.com
- **BUPA Australia:** [Overseas Student Health Cover Insurance \(OSHC\) | Bupa](#)
- **Medibank Private:** [Overseas Student Health Cover \(OSHC\) | Overseas | Medibank](#)
- **OSHC Worldcare:** www.oshcworldcare.com.au
- **NIB OSHC:** [OSHC - Overseas Student Health Insurance & Health Cover | nib](#)

Your OSHC will help cover medical or hospital care, most prescription medicines, and ambulance services in an emergency. For more details about what is covered, and how to seek treatment, refer to the **Department of Health and Ageing's (DoHA) [Fact Sheet](#)**.

Please note, OSHC does not cover dental, optical, or physiotherapy services. If you wish to be covered for these treatments, you will need to purchase additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers
- International travel insurance
- General treatment cover with an Australian private health insurer

You can find a list of providers and search for the one that best suits you at www.privatehealth.gov.au or www.iselect.com.au.

Your Safety

Australia is a safe country, but it's always important to take precautions. For personal safety tips, please read the information available on the [Safety in Australia | Study Australia](#) website.

Be sure to also review the section on health and safety in this handbook and pay attention to the information provided during your orientation.

If you experience an incident that significantly impacts your well-being—whether physical or psychological—please contact us immediately using the contact details provided.

Living Costs in Australia

Migration regulations in Australia require international students to provide evidence that they can contribute to the cost of living and studying in the country. This ensures that students are better positioned to focus on their studies and have a safe, enjoyable experience in Australia.

While international students are allowed to supplement their income through part-time work, the 'living costs' requirement is designed to support academic success by ensuring that students don't rely solely on work to cover all their expenses.

Understanding the average living costs in Australia is an essential part of your financial preparation. Below is an approximate guide to some of the costs associated with living and studying in Australia (all costs are in Australian dollars). These figures are intended as a general reference and may not reflect your personal budget or spending habits:

- AUD\$21,041 per year for the main student
- AUD\$7,362 per year for the student's partner
- AUD\$3,152 per year for the student's first child
- AUD\$2,790 per year for each additional child, where applicable

Students must show that the funds they plan to use to cover these costs will be genuinely available during their stay in Australia.

Please note that these figures are indicative only, and living costs can vary significantly depending on your location in Australia. You should prepare for the possibility that your living costs may exceed the amounts listed above.

For more information, visit the [Department of Home Affairs website](#).

Budgeting

Once you've settled in, it's a good idea to create a budget that covers costs such as clothing, food, accommodation, transport, entertainment, travel, and childcare (if applicable).

You can find information on the costs of living in Australia here: [Living Costs in Australia](#).

Being mindful of how much you spend and where your money goes is crucial. Sticking to a budget will help you stay on top of your finances.

For more tips on budgeting, visit www.understandingmoney.gov.au.

Shopping

All major town centres and capital cities in Australia have shopping facilities with opening hours generally from 9:00 am to 5:30 pm, seven days a week, with late-night shopping until 9:00 pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day, seven days a week.

Mainstream grocery stores in Australia include Aldi, Coles, Foodworks, IGA, and Woolworths. Major department stores in Australia include Big W, David Jones, Kmart, Myer, and Target.

Clothing

While there are no strict rules on clothing in Australia, many workplaces, restaurants, clubs, and bars do have a dress code. Australians generally dress in modern clothing, influenced by personal taste, status, workplace, lifestyle, and location.

The cost of clothing in Australia can vary. You can find affordable clothing and shoes at variety stores such as Kmart and Big W. For more expensive, higher-end clothing labels, department and specialty stores like Myer and David Jones offer a wider range of options.

Working in Australia

Work Rights for Student Visa Holders

Most student visa holders are allowed to work up to 48 hours per fortnight during the academic term and as many hours as desired during holidays.

Check Your Visa

Before starting any paid work, it's essential to verify that your visa permits employment. To find out more, visit <https://www.homeaffairs.gov.au/trav/stud>.

Your Rights

All workers in Australia, including international students and those on working holiday visas, are entitled to basic workplace rights. These include:

- A minimum wage and superannuation
- The right to challenge unfair dismissal
- Paid leave, breaks, and rest periods
- A healthy and safe working environment

For more information, visit [Visa holders and migrants - Fair Work Ombudsman](#)

Phone: 13 13 94

Translating and Interpreting Service: 131 450

Academic Information

Assessment strategy

Trainers and assessors will be provided with The Performance College's assessment policies and procedures, including information on reassessment opportunities and assessment appeals. Assessors are required to review these policies and clarify any areas of uncertainty with the academic manager before conducting assessments.

Trainers and assessors must explain the context and purpose of the assessment to students, outline the units of competency to be assessed, and specify the evidence to be collected. They will also provide students with due dates for each assessment task and set time limits for assessments. All assessors will receive a trainer and assessor user guide, which includes details about the time limits for relevant tasks.

Trainers and assessors will assess the needs of each student and, where applicable, negotiate reasonable adjustments for students with individual needs. They will also provide additional learning materials when gaps are identified in a participant's underpinning knowledge or skills.

Assessment Tasks:

- Reflect real-life work tasks.
- Must be performed within industry-standard timeframes, as specified by assessors for each task.
- Are assessed using criteria that reflect the quality of work expected in the industry.
- Must meet industry safety requirements, as applicable.
- Utilize authentic workplace documentation.
- Require students to collaborate and work effectively as part of a team.
- Require students to plan, prioritize, and complete work tasks efficiently.
- Involve the use of standard workplace equipment, such as computers and software.
- Ensure students consider workplace constraints, such as time and budget limitations.

Assessment conditions will replicate a simulated workplace environment.

Learning support time may be allocated for consultations with the trainer/assessor to help students revise their understanding, complete any required tasks, practice their skills, reinforce their knowledge, and prepare for assessments.

- In-class project work and group activities will be planned to support the assessment process.
- Practical assessment tasks will be designed to assess required skills and performance criteria.
- Students will be expected to allocate additional time for self-study, including preparation, private study, homework, research, and assignment work. These expectations will be outlined in the Training and Assessment schedule and communicated to students at the beginning of each unit.

Assessment Methods:

A variety of assessment methods are employed by The Performance College to ensure that assessments are fair, valid, reliable, and reasonable, while also meeting the requirements of the relevant Training Package and the rules of evidence. Assessments are designed for classroom-based, face-to-face delivery and evaluation.

The assessment methods for each unit of competency incorporate a range of tasks, including knowledge questions, research tasks, assessor observations, projects (such as case studies, round tables, and project portfolios), and role-plays. These tasks are scheduled according to prescribed assessment timelines. In-class activities are used to demonstrate aspects of both skills and knowledge, ensuring continuous engagement and feedback in a consistent approach to each unit of competency.

- **Knowledge Questions:** These are designed to help students demonstrate the knowledge they have gained throughout the unit.
- **Research Tasks:** Research tasks serve two purposes: First, they assess the student's ability to conduct and analyze research or gather information in response to performance criteria or evidence. Second, they assess the student's knowledge, typically in relation to knowledge evidence.
- **Assessor Observations:** Used when the unit of competency requires students to demonstrate acquired skills and knowledge. These observations are conducted in person to ensure accurate assessment.
- **Projects:** Projects are designed to help students showcase the knowledge and skills they have developed during the course. Supporting templates, resources (including project portfolios), and marking guidance are provided to both students and assessors.
- **Round Table Discussions:** These discussions allow students to share their real-life experiences and apply them to case study scenarios. Although students may work on a project based on a

case study business, their personal knowledge and skills gained throughout life can be used to enrich discussions with peers. This ensures that the project is industry-relevant and reflective of real-world situations.

For students assessed as **Not Yet Competent** (NYC), the following options will be available:

Assessment Feedback: Trainers and assessors will provide detailed feedback to students, advising on areas for improvement. If a student has partially completed an assessment, additional evidence may be required for resubmission. Some works or assignments may be corrected or completed for resubmission. To be eligible for resubmission, the student must engage in learning activities and complete the given assessment tasks. Resubmission is an informal process and can be arranged through mutual agreement between the student and the trainer/assessor.

Reassessment: If a student does not qualify for resubmission or remains NYC after resubmission, they will need to go through the formal reassessment process. To be eligible for reassessment, the student must have completed and submitted all required assessments for the unit of competency, according to the unit's assessment schedule. Students are allowed three reassessment attempts without any additional fees or penalties.

Paid Reassessment: If, after three attempts, the student still has not achieved a Competent (C) outcome, additional assessment sessions may be scheduled under supervision for specific tasks.

Reassessment will only be conducted for the tasks where the student was deemed Not Yet Competent (NYC). This is a formal process, and students must submit a Request for Reassessment form, available at reception. Upon approval and payment of any applicable reassessment fees, a reassessment schedule will be issued.

Resit (or Repeat) Unit: If a student is not eligible for any post-assessment options (i.e., both resubmission and reassessment have been exhausted), they will need to repeat (re-sit) the unit in the following term/semester. This includes situations where the reassessment result is still Not Yet Competent (NYC). A re-sit may extend the duration of the course and could affect the student's original completion date.

In order to resit a unit, students should contact the administration department. The Admin team or Student Support Officer will liaise with the academic and accounts teams to issue a special training plan and an invoice for the re-sit attempt. The student will also be advised if any amendments to the Confirmation of Enrolment (COE) are required.

The student will be required to pay a pro-rata fee for the unit to re-sit. If the course is extended by an academic term, a pro-rata fee will apply, based on the total course fee, as outlined in the Letter of Offer.

A re-sit involves repeating the entire unit of competency and is a formal process. The student will be informed of their re-sit options once all term results have been published. If a student is deemed NYC in 50% or more of their units during a study period, they will be required to attend a course progress interview and follow the course progress process as per the College's *Course Progress Policy*.

Late Submission Fee: A late fee of \$100 per unit will be charged if students fail to submit assessments by the due date.

Absentees: Students who are absent on the day of an assessment without prior approval or a valid reason (e.g., medical certificate) will be marked as **Not Yet Competent** (NYC) and will be subject to the College's Course Progress Policy.

Appealing assessment decision:

A student may appeal a decision in writing to the Academic Manager within fourteen (14) days of the publication of the final results.

If the appeal concerns an assessment or reassessment outcome, the course coordinator, in consultation with the CEO, will review the available information and data within a reasonable timeframe. The appellant will be given the opportunity to formally present their case. This process is designed to ensure fairness, consistency, and support the College's continuous improvement efforts.

If the appeal pertains to a matter other than an assessment outcome, it will be reviewed by an independent person or panel. The appellant will be invited to formally present their case.

Once a decision has been made, the appellant will receive a written statement outlining the outcome of the appeal, including the reasons for the decision. For further details, please refer to the *Complaints & Appeals Policy*.

Referencing

Referencing demonstrates that a student has engaged with the provided materials or conducted their own research from other sources. Failure to reference appropriately is considered unethical academic behavior and will result in the student's work not being accepted.

Students must understand that assignment and project work submitted for assessment must be their own original effort. Simply copying work from other sources and submitting it, even with proper acknowledgment, is insufficient. All submitted work must include an original component.

The following are examples of **plagiarism**, where a student intentionally fails to acknowledge or reference an author or source:

- Directly copying paragraphs, sentences, or significant parts of a sentence.
- Copying paragraphs, sentences, or parts of a sentence with an end reference but without quotation marks around the copied text.
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds, or any combination of these.
- Paraphrasing, summarizing, or rearranging another person's words, ideas, etc., without proper reference or explanation.
- Presenting someone else's idea or interpretation as your own without identifying the original source.
- Using a "cut and paste" approach from multiple sources.
- Presenting collaborative work as independent.
- Copying or adapting another student's original work into your own assessment.
- Submitting your own previous work (self-plagiarism) from earlier assessments.

In some cases, students may unintentionally fail to cite sources adequately. Careless or inadequate referencing will be considered poor academic practice. If careless referencing is identified, the student will be required to correct the error and resubmit the assignment.

Cheating

A student is strictly prohibited from cheating or attempting to cheat in any assessment.

No person, whether a student or not, may engage in any activity intended to assist another person in cheating or undermining the integrity of the assessment process. If a supervisor suspects that a student is cheating, the student will be immediately informed of the suspicion but will still be allowed to complete the assessment. The supervisor will then prepare a written report detailing the alleged cheating, which will be attached to the student's assessment paper. The matter will be referred to the Chief Executive Officer for further review and appropriate action, as outlined in the College's disciplinary procedures.

Plagiarism

If plagiarism is suspected, the staff member will report the incident to the Academic Manager (AM). In consultation with the staff member, the AM will assess whether the plagiarism was the result of poor academic practice or intentional misconduct. This preliminary step may include an informal interview with the student.

The AM and staff member will:

- Assess the extent of the plagiarism, considering that more extensive plagiarism is more likely to be intentional.
- Review the course profile and any materials provided to students by the trainer to ensure adequate guidance was given.
- Check if the student has previously been warned about plagiarism.
- Determine if the student is new to adult vocational education and training, as continuing students are expected to have a clearer understanding of plagiarism and its consequences.

If it is determined that the plagiarism resulted from poor academic practice, the student will be asked to revise and resubmit their work for assessment.

However, if the plagiarism is deemed intentional, the student's work will not be accepted, and the student will be assigned an alternative assessment task. The AM will issue a formal written warning, explaining the seriousness of the incident and the potential consequences for future instances of plagiarism.

Students who commit plagiarism after receiving a formal warning will face cancellation of their enrollment due to academic misconduct.

Any appeals regarding plagiarism decisions will be handled in accordance with The Performance College's *Complaints and Appeals Policy*.

Misconduct

Student misconduct refers to any behavior that:

- Disrupts the learning environment for others
- Hinders staff members from effectively performing their duties
- Poses a risk to the health and safety of staff or students
- Interferes with the smooth operation of The Performance College

Examples of misconduct include, but are not limited to:

Vandalism or Theft:

- Defacing equipment, furniture, or fixtures on premises controlled by The Performance College
- Stealing or attempting to steal property

Safety and Hygiene:

- Failing to wear appropriate safety clothing or using safety equipment incorrectly
- Refusing to follow safety or hygiene regulations

Failure to Comply with Directions:

- Ignoring emergency procedures
- Smoking in non-smoking designated areas
- Refusing to obey teacher or supervisor directions related to class safety
- Disrupting the learning environment for others

Cheating and Plagiarism:

- Engaging in cheating during an assessment or examination
- Plagiarizing another person's work

Verbal Abuse:

- Shouting at staff members, students, or others
- Using inappropriate or offensive language, signs, or gestures
- Using threatening language toward a staff member

Physical Abuse:

- Engaging in physical altercations
- Engaging in inappropriate behavior for the setting
- Using physical threats or actions to intimidate or assault another student or staff member

Alcohol and Drugs:

- Consuming alcohol on premises controlled by The Performance College
- Being intoxicated or disorderly on premises controlled by The Performance College
- Engaging in drug use or sale

Weapons:

- Carrying a weapon on their person on premises controlled by The Performance College
- Using an object as a weapon to threaten or intimidate another person on premises controlled by The Performance College

Exposure and Decency:

- Acting in a lewd manner

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- Engaging in sexual behavior

Misconduct is a disciplinary offence and includes, but is not limited to:

- Willfully obstructing or disrupting any meeting, activity, class, or assessment at The Performance College
- Engaging in behaviour that may endanger the health and safety of other students, trainees, or staff
- Any form of harassment, including but not limited to gender, race, age, sexual preference, or religious belief
- Willfully damaging or improperly handling any property owned by The Performance College or located on premises under the College's control
- Assaulting or attempting to assault any person within The Performance College
- Engaging in drunken or disorderly behaviour on premises controlled by The Performance College
- Cheating or plagiarism in assessments
- Making false representations regarding matters affecting student or trainee status
- Breaching rules related to the conduct of assessments
- Committing any indictable offence that impacts the operations of The Performance College
- Possessing prohibited or dangerous items
- Violating Workplace Health and Safety responsibilities

Student plagiarism, cheating and collusion

The Performance College has a zero-tolerance policy for plagiarism, cheating, and collusion. Students must act with integrity, submitting only their own work or properly referenced material with acknowledgements of all sources.

When submitting assessments, you must sign a declaration confirming that the work is your own, and that it has not been plagiarised, cheated on, or completed in collusion with others.

If you are found to have plagiarised, cheated, or colluded, you will have an opportunity to respond to the allegations. Disciplinary actions may include requiring you to redo the assessment, and could result in suspension or cancellation of your enrolment, which may impact your visa.

Disciplinary Action

Disciplinary action will be taken, and penalties may be imposed if you engage in behaviour that contravenes the student rules outlined in this Handbook.

You have the right to appeal against certain penalties (refer to the *Complaint and Appeal Procedures*). If you appeal, your penalty may be reduced, removed, or increased depending on the outcome of the review.

Consequences of Misconduct:

If you engage in misconduct that is not classified as 'Serious Misconduct,' the following steps will apply:

1. **First Offence:** A verbal warning will be issued, and counselling will be provided to inform you of the potential consequences if the behaviour continues. A record of the verbal warning and counselling will be documented, signed, and dated by both the person issuing the warning and the student, and placed in the student's file.
2. **Second Offence:** A formal written warning will be issued, advising that further misconduct may result in the removal of academic privileges. A record of this written warning will be documented, signed, and dated by the Chief Executive Officer, the person issuing the warning, and the student, and placed in the student's file.
3. **Third Offence:** The student's academic privileges will be removed. The student will be asked to attend a meeting with the Chief Executive Officer and the individual issuing the disciplinary action. The reasons for the disciplinary action will be provided in writing, and any comments from the student will be documented. A signed and dated copy of this record will be placed in the student's file.

Consequences of Serious Misconduct:

If the student engages in 'Serious Misconduct,' the following steps will be taken:

- The student will be immediately suspended from classes for 24 hours.
- The supervisor or trainer will notify the Chief Executive Officer immediately and provide a written statement detailing the circumstances of the suspension.
- The student will be scheduled to attend a meeting with the Chief Executive Officer and the individual issuing the disciplinary action.
- The student will be provided with written documentation outlining the reasons for the suspension. Any comments from the student will be recorded. A signed and dated copy of this record will be placed in the student's file.
- The student will be informed of their right to appeal against certain penalties.

Following the suspension, the Chief Executive Officer will provide the student with a reasonable opportunity to present their case. The Chief Executive Officer may then:

- Modify or dismiss the charge

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- Issue a reprimand and warn the student against further breaches of discipline
- Suspend the student for a period not exceeding 14 days (which may include any period of suspension already served)
- Remove the student's academic privileges

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You have the right to appeal against certain penalties (refer to the *Complaint and Appeal Procedures*). If you appeal, your penalty may be reduced, removed, or increased depending on the outcome of the review.

The Performance College Policies & Procedure

Student Orientation and Support Services

We are committed to providing you with the support you need to adjust to life and study in Australia and to ensure your success in your studies.

Before you begin your studies, you will be required to participate in a compulsory orientation program, which will include information on:

- Internal and external support services available to help you transition into life and study in Australia. These services include welfare services, accommodation services, academic and career advice, IT support, student learning assistance, English language support, and social inclusion activities.
- Legal, emergency, and health services
- Available facilities and resources
- Organisational policies and procedures, including course progress, attendance monitoring, deferrals, suspension and cancellation, course transfers, and complaints and appeals
- Student visa conditions related to course progress and attendance

The enrolment form you complete will help us identify any additional support you may need. Depending on the course you are enrolling in and your specific needs, further discussions on support options can take place during orientation.

Services We Offer:

- Mentoring from trainers

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- Additional classes, tutorials, and workshops
- Online support and exercises for some courses
- Computer and technology support
- Referrals to external support services

You can contact the Student Support Team at any time via **studentsupport@tpc.edu.au** to discuss your support needs.

Welfare Services

We offer a range of welfare services to support the mental, physical, social, and spiritual well-being of international students. These services may include, either directly or through referral, advice or information on:

- Accommodation
- Counselling
- Crisis services
- Disabilities and equity issues
- Financial matters
- Legal issues
- Medical issues
- Mental health support
- Peer mentoring
- Programs promoting social interaction
- Religious and spiritual matters
- Stress management
- Academic and study issues

These services are provided at no additional cost to students.

For more details about the welfare services we offer, please contact us.

Fees and Refunds

Fees and Refunds

Payments

Payments can be made via electronic transfer (EFT), money order, or cheque. If students experience

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difficulty in paying fees, they are encouraged to contact the office to make alternative payment arrangements.

Debts more than 40 days overdue will be referred to a debt collection agency. The Performance College reserves the right to suspend training and services until fees are paid. Students with long-term outstanding accounts may be withdrawn from their course if no payment arrangement is made.

International students who fail to pay fees will receive two warnings. Afterward, they will be reported to the Department of Home Affairs (DHA) via PRISMS for student default. Receipts of payments made by international students will be kept for at least two years after they cease to be an accepted student.

Refunds

The Enrolment Fee (or non-refundable deposit) is included in all course fees and will only be refunded if The Performance College cancels a course before it commences due to insufficient numbers or unforeseen circumstances. A student who fails to achieve the qualification or unit due to exhausting assessment attempts is not entitled to a refund. RPL application fees are non-refundable.

Students who withdraw may request a refund or fee reduction by submitting the Student Refund Application Form in writing, including the reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for a refund.

In the unlikely event that The Performance College, or any third parties responsible for training, cannot deliver the course or portion of it, a refund will be issued for the undelivered portion. This includes situations such as:

- The Performance College or its third-party providers ceasing operations.
- The course being terminated before completion.
- Unresolved changes to the student agreement, such as delivery method or enrolment conditions.

In these cases, The Performance College will conduct a refund assessment and issue refunds within 28 business days without requiring an individual application. Refunds will be based on the services and materials provided (e.g., training, assessments, textbooks, and individual support). The outcome will be communicated to the student in writing.

Refund decisions may be appealed through *The Performance College's Complaints and Appeals Policy & Procedure*.

Protection of Fees Paid in Advance

The Performance College protects fees paid in advance by both domestic and international students. All

fees are held in a separate account until the student commences the course, ensuring full refunds can be issued if necessary without affecting the financial operations of the business.

- Domestic students are not required to pay more than \$1,500 in advance for services not yet provided.
- International students are not required to pay more than 50% of the course fees prior to commencement, though they may choose to pay more if desired. For courses shorter than 25 weeks, full payment is required before commencement.
- The Performance College contributes to the Tuition Protection Service (TPS), which assists international students if the college is unable to deliver the course.

Fee Information and Refunds

Detailed fee information is outlined in the Letter of Offer, Course Outline, and Student Handbook. It is provided prior to enrolment and includes:

- All course fees (tuition and non-tuition) and the applicable periods.
- Any additional charges and circumstances under which they apply.
- Potential fee changes during the course duration.
- Payment options, including the option for international students to pay more than 50% of tuition fees upfront.

Students must sign the Letter of Offer, acknowledging the terms of enrolment, including the *Fees and Refunds Policy*. Where an employer is paying for a course, an Employer Agreement will outline the payment terms.

Course Fee Inclusions

The Letter of Offer will clearly itemize all course fees, including:

- **Tuition fees:** All training and assessment required to achieve the qualification within allowed attempts, and issuance of certification documents (testamur and record of results, or Statement of Attainment for partial completion).
- **Non-tuition fees** (if applicable):
 - Enrolment and resource fees.
 - One copy of required textbooks and learning materials unless otherwise stated.
 - Fees for re-enrolment after failing to achieve satisfactory assessment results.
 - Fees for re-issuance of certification documents (\$50 per document).
 - Additional fees for deferrals, late payments, and optional materials.

Course Fee Exclusions

Fees do not include:

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- Stationery (e.g., paper, pens).
- Overseas Student Health Cover (OSHC).
- Airport pick-ups.
- Excursions (unless specified in the Course Outline).

The Performance College cannot guarantee course completion, regardless of fee payment.

Recording and payment of refunds

Refunds will be issued to the person or organization that made the original payment. Records of refund assessments and issued refunds will be securely stored in the student's file and accounting system.

All refund applications will be considered in accordance with The Performance College's *Refund Policy*. Refunds will be processed within four (4) weeks of the refund application.

An initial non-refundable enrolment fee applies to all courses. Refund assessments can be appealed under The Performance College *Complaints and Appeals Policy & Procedure*.

Refund Table for International Students	
Unsuccessful Visa application	100% Refund of all unused prepaid Tuition fees excluding the enrolment fee. Fees to other parties are subject to their refunds policy. For example OSHC, etc.
Cancellation of enrolment more than 28 calendar days before the commencement date	Full Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Cancellation of enrolment less than 28 calendar days but before the commencement date	50% Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Cancellation of enrolment after the commencement date	No Refund of Tuition Fees paid.
Visa cancellation due to the actions of the student	No Refund of Tuition Fees paid.
Course cancelled / withdrawn by The Performance College	Full Refund of Tuition Fees paid.
Students are unable to start the course on serious medical grounds. Evidence provided from a registered doctor at least 14 calendar days before the agreed course start date.	Full Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Enrolment Fees	Non-refundable

Once training has commenced, no refund is available to participants who leave before completing the course, unless they provide a medical certificate or can demonstrate extreme personal hardship.

Refunds may be considered on a pro-rata basis for students who are unable to continue the course due to illness or injury, with supporting documents. If a participant wishes to complete incomplete units in a future course, the original fee can be credited toward that course within 12 months of the initial payment.

If The Performance College cancels a course, participants are entitled to a full refund (or pro-rata refund) or may transfer their funds to another course at no additional cost. Refunds will be issued within two (2) weeks of the course cancellation.

In all other cases, refunds are at the discretion of the CEO and may be negotiated on an individual basis.

The Performance College Expectations & Requirements

VET Environment

The Performance College provides competency-based training and assessment, focusing on the skills and knowledge required in the workplace. Each course consists of "units of competency," which may be part of a full qualification. Course outlines detail the training delivery and assessment methods, including written/oral questions, assignments, projects, and practical observations.

Assessment Arrangements

At the start of each unit, your assessor will explain the assessment arrangements, provide detailed instructions, and outline due dates. You'll also be informed about the criteria and timing for each assessment. You can ask any questions at this stage.

You are entitled to sit for your assessment in an environment free from disruption by supervisors or other students, except when the supervisor is providing relevant information regarding the assessment. If you engage in disorderly, offensive, or aggressive behavior towards the supervisor or other students, you may be asked to leave the assessment room or area and could be deemed "Not Competent" in the assessment by The Performance College.

Submitting Assessments

All written assessments must be submitted with a completed and signed Assessment Task Cover Sheet. Assessments must be submitted in the relevant platform (Axcelerate).

Keep copies of your submissions, as we cannot return them. Assessments will be marked within two weeks, and feedback will be provided.

Assessment Outcomes

Each assessment is marked as either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks satisfactorily to achieve a Competent (C) outcome. If any task is Not Satisfactory, you will be given two additional attempts to resubmit. After three attempts, additional training may be required, which could incur extra fees.

Reasonable Adjustment in Assessment

Reasonable adjustments may be made for students with disabilities or special considerations. This could involve changing assessment formats, extending time, or adapting resources. Speak to your assessor if you need adjustments, which will be made at their discretion based on your needs.

Appealing Assessment Decisions

If you disagree with an assessment decision, you may appeal it. Please refer to the Complaints and Appeals section of this handbook for guidance on how to lodge an appeal.

Student plagiarism, cheating and collusion

The Performance College has a zero-tolerance policy for plagiarism, cheating, and collusion. Students must act with integrity, submitting only their own work or properly referenced material with acknowledgements of all sources.

When submitting assessments, you must sign a declaration confirming that the work is your own, and that it has not been plagiarised, cheated on, or completed in collusion with others.

If you are found to have plagiarised, cheated, or colluded, you will have an opportunity to respond to the allegations. Disciplinary actions may include requiring you to redo the assessment, and could result in suspension or cancellation of your enrolment, which may impact your visa.

Course Progress Policy

Completion within Expected Duration

International students must complete their studies within the expected duration on their Confirmation of Enrolment (CoE). The course duration listed on the CoE will never exceed the duration registered on the CRICOS register. The Performance College monitors student progress to ensure timely completion.

Study Periods

A study period (or 'term') is outlined in the Training and Assessment Strategy. Students are assessed for satisfactory progress at mid and end-points of each study period. Failure to meet progress requirements within a study period may lead to visa cancellation.

Course Progress Requirements

To meet course progress requirements, students must successfully complete all required assessments within each study period. Assessment due dates are outlined in the Training and Assessment Strategy and communicated at the start of each period.

At-Risk Students

Students are considered at risk if they:

- Do not participate in a summative assessment task,
- Do not submit an assessment within 2 weeks of the due date, or
- Receive a “Not Yet Competent” (NYC) outcome for one or more tasks.

Progress Monitoring

Student progress is monitored using the Course Progress and Attendance Monitoring Tool. After each monitoring period, the Director of Studies updates the progress report, reviewing evidence from student files. If there is uncertainty, academic staff will be consulted.

Intervention Strategy

For students at risk, an individual intervention plan will be developed, offering support such as:

- English language support,
- Extended time for tasks,
- Additional exercises,
- Access to academic support programs,
- Personal counselling,
- Referrals to external organizations,
- Reduction in course load, or
- Change of course or subject.

Extension to Expected Course Duration

Course duration extensions are allowed if:

- A student is involved in an intervention strategy,
 - Approved deferral or suspension occurs as per the Deferral, Suspension, and Cancellation Policy, or
 - Compassionate or compelling circumstances apply (e.g., illness, bereavement, visa delays).
- Any extensions will be reported to the Department of Home Affairs (DHA) via PRISMS, and students are advised to contact DHA regarding potential visa impacts.

Online or Distance Learning

The Performance College will not deliver courses exclusively online or via distance education to international students.

Reporting Students

Students who do not meet course progress requirements, despite interventions, will be reported to DESE via PRISMS. They will receive a notice of intention to report after two warning letters. Students may appeal the decision under The Performance College *Complaints and Appeals Policy & Procedures*. Students will not be reported until the appeals process is complete.

Policy Publication

This policy is published in the Student Handbook and covered during orientation for overseas students and induction for academic staff.

Course Transfer

Student Transfer Requests

All student transfer requests are handled in line with this policy and will be fair, considering the student's circumstances and relevant factors.

Transferring from Another Provider

The Performance College will not enrol students transferring from another provider before completing six months of their principal course unless:

- The releasing provider has ceased to be registered or has been sanctioned.
- The provider has agreed to the student's release and recorded it in PRISMS.
- The student's government sponsor supports the change in the student's best interest.

Transferring to Another Provider

For students seeking to transfer from The Performance College before completing six months of their principal course, transfers will be approved in the following cases:

- The student cannot achieve satisfactory course progress despite intervention.
- Compassionate or compelling circumstances exist.
- The Performance College fails to deliver the course as outlined.
- The student's expectations of the course are not met.
- The student was misled about the course by the College or an agent.
- An appeal results in a decision to release the student.

Transfers will not be approved if:

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- It jeopardizes the student's progression through a package of courses.
- The student has recently started and not yet received full support services.
- The student is trying to avoid being reported for attendance or academic issues.
- No legitimate compassionate or compelling circumstances exist.

Students must provide a valid offer from another registered provider for the transfer request to be considered. The transfer outcome will be provided in writing within 10 working days. If refused, students will be informed of the reasons and their right to appeal.

Cost of Transfer

There is no fee for releasing a student. Any refund of course fees, if applicable, will follow the *Fees and Refunds Policy*.

Transferring to Another Course at The Performance College

Students may transfer to another course if:

- The new course better suits their study capabilities or long-term goals.
- Evidence shows that the current course is not meeting their expectations.

Transfers will not be approved if:

- It impacts the student's progression through their study package.
- The student has not received full support services.
- The student is attempting to avoid attendance or academic issues.

Students must complete an Internal Course Transfer Application. The outcome will be provided in writing within 10 working days. Costs related to course transfer and any applicable fee refunds will follow the *Fees and Refunds Policy*.

Visa Advice

Students considering or approved for a transfer must contact DHA to determine if a new visa is required. More information is available from DHA at 131881 or [their website](#).

Complaints and Appeals

If a transfer request is denied or not responded to within the policy timeframe, the student can appeal through the Complaints and Appeals process within 20 days. If the appeal is successful, a release letter will be issued. The transfer status won't be finalised in PRISMS until the appeals process is completed or the student withdraws.

Record Keeping

Records of all course transfer requests, assessments, and decisions will be kept for two years after the student's enrolment ends.

Publication

This policy is provided in the International Student Handbook and available on The Performance College website.

Deferral, suspension and cancellation

Student-Initiated Deferral and Suspension

Students may request deferral or suspension of studies for compassionate or compelling circumstances, typically beyond their control, such as:

- **Serious illness or injury** (with a medical certificate stating the student couldn't attend classes).
- **Bereavement** of close family members (e.g., parents or grandparents; death certificate required).
- **Political upheaval or natural disaster** in the home country requiring emergency travel and affecting studies.
- **Traumatic experiences** (e.g., involvement in, or witnessing of a serious accident, or being the victim of a crime; supported by police and/or psychologist reports).
- **Inability to begin studies** due to delays in receiving a student visa.
- **The Performance College** is unable to offer a required unit.

These are examples of compassionate or compelling circumstances, and each case will be assessed on its individual merits. The College will consider **documentary evidence** provided, which will be kept in the student's file.

If a student couldn't contact the College due to an emergency (e.g., car accident), a **retrospective deferment** may be granted.

Deferral/Suspension Period:

- A **maximum deferral/suspension period is 12 months**.
- If the deferral/suspension is required for longer, the student will need to reapply once the initial suspension period has expired.
- After the suspension period ends, if the student does not return, their enrolment will be cancelled.

Provider-Initiated Suspension or Cancellation

The Performance College may suspend or cancel a student's enrolment due to:

- **Misbehaviour** (including plagiarism, collusion, or cheating).
- **Failure to pay fees** as per the written letter of offer.
- **Breach of course progress or attendance requirements**, in accordance with the College's **Course Progress Policy** and **Standard 8** (Overseas student visa requirements).

Before suspension or cancellation, the College will inform the student in writing of the intention to do so and the reasons. The student will be advised of their right to appeal through the internal Complaints and Appeals process within 20 working days.

Suspension or cancellation will not take effect until the internal appeals process is completed, unless the student's health or others' wellbeing is at risk.

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

Student-Initiated Cancellation of Studies

Students may cancel their studies at any time during their course.

- If the student wishes to withdraw and transfer to another provider within six months of their principal course, the request will be processed according to the *Course Transfer Policy*.

Visa Status and Impact

If a student's enrolment is deferring, suspending, or cancelling, The Performance College will inform the student of the need to seek advice from the Department of Home Affairs (DHA) regarding any potential impact on their student visa. The change will also be reported to the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS).

Students should contact DHA at 131 881 or visit [their website](#) for more information regarding their visa status.

Complaints and Appeals

If the College refuses a deferral, suspension, or cancellation request or fails to respond within the specified timeframe, the student has the right to appeal the decision through the *Complaints and Appeals process*.

- If the appeal is successful, the student will be granted a letter of release.
- No report will be made to DESE via PRISMS until the appeal process is completed, unless the student's health or wellbeing (or that of others) is at risk.
- If the student opts for an external appeals process, DESE will still be notified via PRISMS.

Record Keeping

The College will maintain records of all deferrals, suspensions, and cancellations, including the decisions made, for two years after the student ceases to be enrolled.

Publication

This policy is available in the International Student Handbook provided to students at the start of their course and is also published on the College's website at www.tpc.edu.au.

Change in Visa Status

Deferrals, suspensions, or cancellations may affect a student's visa. When a student's enrolment is altered, The Performance College will report the change to the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS).

- If the suspension lasts for **28 days or more**, the student must return to their home country. In the case of special circumstances, DHA will be consulted to determine if they may remain in Australia during this time.
- If the student's enrolment is cancelled, they must leave **Australia**, find a new course, or apply for a different visa within **28 days**. If the student leaves Australia, their visa will be cancelled.

If the student leaves Australia and wishes to return to studies, they will need to apply for a new student visa.

Students rights and support

Your Feedback

Your feedback is valuable to us and plays a crucial role in improving our services. We use input from students and employers to continuously enhance our offerings and ensure we meet your needs.

All students and employers will receive a Quality Indicator Survey from the National Centre for Vocational Education and Research (NCVER), which we kindly ask you to complete. These surveys may be provided by your trainer/assessor, or sent via mail or email from our office.

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Additionally, the Australian Skills Quality Authority (ASQA) may contact you for a verbal interview or survey about your course experience. Participation is voluntary, and responses can be kept confidential upon request.

We also welcome your feedback anytime through email, phone, or by completing a Suggestion for Improvement Form, available upon request via email or at reception.

Access to Your Records

You can access or request a copy of the records The Performance College holds about you, including personal information and records of participation and progress, at any time.

To request access, submit a written request to the Student Support Officer using the Access to Records Request Form, specifying the records you wish to access. There is no charge for access, but a fee of 20 cents per page applies for photocopying or printing.

Records can be provided by:

- Making copies of the records
- Scheduling a time for you to review your file
- Emailing reports or data exports, or providing an online link/portal to access records

Amendment to records

If a student believes that the information The Performance College holds about them is incorrect, incomplete, outdated, or misleading, they may request an amendment.

If a record is found to be inaccurate, it will be corrected. If the record is deemed accurate but the student still requests an amendment, the request details will be noted on the record.

Notifying you if things change

As a Registered Training Organisation (RTO) under the VET Quality Framework, we are required to notify you promptly of any changes to our RTO, the course, or training and assessment arrangements.

This includes changes in ownership, new or altered third-party arrangements related to your enrolment, or if we are unable to provide the services outlined in your Letter of Offer—such as no longer offering the course you enrolled in, or ceasing operations as an RTO.

In such cases, The Performance College will implement a strategy to minimize the impact on you and inform you of the changes and how they affect you as soon as possible.

Depending on the nature of the change, we may contact you via letter, email, or phone. To ensure you receive timely updates, please keep your current home address, email, and mobile number on file with us.

If any of your contact details change, please use the Student Change of Details Form to update your information.

Legal and Regulatory Information

Legislation and You

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government is dedicated to ensuring that international students in Australia have a safe, enjoyable, and rewarding experience. The ESOS Framework, which includes the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018, is designed to uphold the quality of education and protect the rights of international students.

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

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

If you are unable to access this information, please contact us by email or phone, and we will provide it to you.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, The Performance College is committed to providing a safe environment for both staff and students. We also ensure that staff and students receive relevant information about health, safety, and welfare. Upon the commencement of your course, you will be provided with information regarding our health and safety policies and procedures.

As a student, you have a responsibility to follow all instructions and safety rules to ensure the well-being of yourself and others. To help maintain a safe environment, always:

- Immediately report any hazards to your trainer/assessor.
- Seek assistance from a staff member if you become ill or injured on campus.

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- Only assist others who are ill or injured if it is safe to do so; if unsure, call a staff member for help.
- Complete an incident report if necessary.
- Familiarize yourself with The Performance College's emergency evacuation procedures, and follow instructions in the event of an emergency.
- Keep bags and personal belongings properly stored to avoid tripping hazards.
- Refrain from smoking or consuming alcohol on campus.
- Follow basic hygiene practices, such as washing your hands before eating or handling food and ensuring that toilets and wash basins are left clean and tidy.

Harassment, victimization or bullying

The Performance College is committed to providing a safe environment free from harassment, victimization, and bullying. We do not tolerate any behavior that harms, intimidates, threatens, offends, degrades, or humiliates others.

Under anti-discrimination law, harassment refers to unwanted behavior that offends, humiliates, or intimidates you, creating a hostile environment. Examples include making fun of someone, spreading rumors, telling offensive jokes, or ignoring someone.

Victimization occurs when a person is treated unfairly because they made a discrimination complaint.

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

If you feel harassed, victimized, or bullied, follow these steps: First, consider directly telling the person to stop the behavior, if you feel comfortable doing so. If not, please file a complaint through The Performance College *Complaints and Appeals procedure*, as outlined in this Handbook.

Equal opportunity

The Performance College is committed to ensuring that all current and prospective students, clients, and stakeholders are treated fairly and equitably in their interactions with the college.

Everyone will be treated courteously and efficiently throughout the enquiry, selection, enrolment, and course participation processes.

The college provides equitable access to the necessary training and support for each student. We ensure all students receive the guidance they need to reach their full potential and achieve success in their

training. Students are given opportunities to develop and gain valuable skills, knowledge, and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you can expect high-quality training in your chosen field, leading to a qualification that enhances your job prospects or provides a pathway to further study.

As a Registered Training Organisation, The Performance College complies with the National VET Regulator Act 2011, meeting national standards for training, assessment, and support services to ensure you receive a high standard of education.

Your Privacy

Privacy Principles

The Performance College complies with the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (as per the National VET Provider Collection Data Requirements Policy clause 4.4), the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic), the Education and Training Reform Act 2006 (Vic), and other relevant privacy legislation in the states/territories where the college operates.

The Department of Education and Training is authorized to collect and manage USIs under the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Personal information, including sensitive data, is collected by The Performance College for its business functions. We only collect and store information relevant to our business and legal obligations for providing nationally recognized training and assessment.

Sensitive information is collected only in specific situations allowed under the Privacy Act (Sections 16A, 16B), such as when:

- The collection is required or authorized by law or a court/tribunal order.
- It is impractical to obtain consent for the collection, use, or disclosure.
- The collection is necessary to prevent a serious threat to someone's health or safety, or public health and safety.
- The information is needed to address serious misconduct related to The Performance College's functions or activities.
- The collection is necessary to help locate a missing person.

- The collection is needed for a legal claim.

The Performance College ensures that each individual:

- Is informed about why their information is being collected, how it will be used, and who it will be shared with.
- Is aware of any legal requirements to collect the information.
- Has access to their personal information upon request.
- Does not receive unwanted direct marketing.
- Can request corrections to inaccurate personal information.
- Can file a complaint if they believe their personal information has been mishandled.
- Is informed of the consequences for not providing requested information.
- Is aware of any potential overseas disclosures and the countries involved.

The Performance College keeps evidence that students have acknowledged the Privacy Notice and Student Declaration during the enrolment process.

Our full *Privacy Policy* is available on our website: www.tpc.edu.au.

Code of Conduct and Compliance

Student code of conduct

Code of Conduct

All students are expected to follow this Code of Conduct during their course with The Performance College. Students who fail to comply will be subject to disciplinary procedures.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy and Privacy Act 1988.
- Access the information The Performance College holds about them.

- Have their complaints and appeals been dealt with fairly, promptly, confidentially and without retribution?
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to The Performance College on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' Responsibilities

All students are expected to:

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

Complaints and Appeals Policy

Nature of Complaints and Appeals

The Performance College addresses complaints involving:

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- The RTO, its trainers, assessors, and staff.
- Third parties providing services on behalf of The Performance College.
- Students or clients of The Performance College.

Complaints may relate to:

- Application and enrolment process.
- Marketing information.
- Quality of training and assessment.
- Actions of other students.

An appeal is a request to review a decision made by The Performance College, such as decisions about:

- Course admissions.
- Refunds.
- Assessments.
- Responses to complaints.
- Other general decisions.

Principles of Resolution

The Performance College is committed to a fair, transparent complaints and appeals process based on natural justice. We ensure that:

- Complaints and appeals are handled consistently and transparently.
- Issues are addressed promptly, objectively, confidentially, and sensitively.
- Complaints and appeals are free of charge.
- The process helps identify the cause of issues and areas for improvement.

We will inform all parties involved and give them the opportunity to present their side of the matter.

This policy does not limit an individual's rights under Australia's Consumer Protection laws or other legal remedies.

Timeframes for Resolution

Complaints and appeals will be resolved within 30 calendar days, unless more time is needed. If additional time is required, the complainant or appellant will be notified in writing with weekly progress updates.

Records of Complaints and Appeals

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All complaints and appeals, along with their outcomes, will be recorded and securely stored in accordance with our *Privacy Policy*.

Making a Complaint or Appeal

Complaints should be made as soon as possible after an incident, and appeals must be lodged within 30 calendar days of the decision.

Formal complaints and appeals should be submitted in writing using The Performance College's *Complaints and Appeals Form*, or another written format, and sent to the CEO at the head office.

Please provide as much detail as possible, including:

- The issue being complained about or appealed.
- Any supporting evidence.
- Steps already taken to resolve the issue.
- Suggestions for resolution.
- Your complaint or appeal will be acknowledged in writing within 10 days. Training and assessment matters, including progress, support, and requirements.
- Treatment of individuals.

Resolution of Complaints and Appeals

The Performance College's management team will oversee the resolution of complaints and appeals. If another individual or organization is involved, they will be given the opportunity to respond.

For assessment appeals, an independent assessor will review the task. The outcome of this review will be final.

Complaints and appeals will be resolved within 30 calendar days, with updates provided if more time is needed.

The outcome and reasons will be communicated in writing.

Enrolment Status During Complaints or Appeals

- For domestic students, enrolment will be maintained during the process.

- For international students, enrolment will be maintained during internal appeals without notifying DET via PRISMS. If the appeal is against decisions related to course progress or attendance, enrolment will be maintained until the external appeal process is concluded.

Independent Parties

An independent party may be appointed to review the matter if requested. The complainant or appellant will bear the cost unless The Performance College initiates the review.

For international students, the independent party is the Overseas Students Ombudsman (OSO), which is free of charge. For other students, the [Resolution Institute](#) can assist in finding an independent party.

The Performance College will cooperate fully with external mediators and comply with their recommendations, which must be implemented within 20 days.

Certification and Documentation

Issuing of certification documents

Upon completion or withdrawal from your course and payment of final fees, The Performance College will issue your qualification or statement of attainment within 30 days. Qualifications will include a record of results detailing the units of competency completed.

If you partially complete a qualification (e.g., through withdrawal), a statement of attainment listing the completed units will be issued. A record of results will only be provided with a statement of attainment if requested.

A valid USI must be on file for the student in order for a qualification or statement of attainment to be issued.

The Performance College reserves the right to withhold the issuance of qualifications until all course-related fees have been paid, unless prohibited by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are retained for a minimum of 30 years. Students can request copies of these documents at any time, subject to an additional charge. Please refer to the current *Fees and Refund Policy* for the applicable fee.

Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us- also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect
Course Transfer Application Form	If you wish to transfer to another provider.
Internal Course Transfer Application Form	If you wish to change to another course with The Performance College.

Please refer to our website: www.tpc.edu.au to access the above forms.

Student Acknowledgement

You are required to return signed copy of this page to The Performance College office.

I have read and understood all the information contained in The Performance College Student Handbook. I am aware that further detailed information relating to The Performance College services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the links provided.

I am aware of the restrictions placed on my enrolment as if I am on an International Student Visa, including:

- Completing the course within the duration specified on the CoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.

Signature: _____

Date: _____

Name (please print): _____

IN PERSON: The Performance College Level 5, 398 Lonsdale Street, Melbourne VIC 3000

BY POST: The Performance College Level 5, 398 Lonsdale Street, Melbourne VIC 3000

BY EMAIL: studentsupport@tpc.edu.au