


MAGILL COLLEGE SYDNEY ELICOS STUDENT HANDBOOK 2025

It is important that all students read the entire contents of this handbook. It is our official notice of the College's Rules and Regulations as well as legislative requirements which Magill College Sydney is bound by. Should you have any queries or concerns in regard to any component of this handbook, please ensure that you contact the College and/or address these issues prior to your enrolment.

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

 (+612) 8061 6980
 info@magill.edu.au
 www.magill.edu.au

 George Street Campus (Head Office):
Level 4, 695-699 George Street,
HAYMARKET NSW 2000

 Sussex Street Campus:
Level 4, 388-390 Sussex Street,
SYDNEY NSW 2000

Welcome to Magill College Sydney

“Deciding to empower your life with professional skills greatly affects the world you live in.”

Magill College Sydney would like to invite you to study at our warm and welcoming College located in the heart of Sydney.

It is our aim to provide excellence in all aspects of English language studies and Vocational Education and Training (VET) and to be a positive force behind our students in the fulfilment of their study and career goals.

Our highly qualified and experienced teachers, trainers/assessors, administration staff and our excellent computer and classroom facilities ensure that at Magill College Sydney, students are learning according to current industry standards and in a technologically advanced learning environment.

Magill College is a Registered Training Organisation (RTO) and adheres to administrative, staffing, facility, marketing, financial, quality assurance, delivery and assessment standards that are regulated by the national regulator for Australia’s vocational education and training sector, the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure that nationally approved quality standards are met. ASQA is the national regulating body that regularly audits RTOs and in instances when there are major changes, such as relocation, added campuses and variations to the scope of registration.

Magill College Sydney is located at **Level 4, 695-699 George Street, HAYMARKET NSW 2000** (Head Office) and **Level 4, 388 Sussex Street, SYDNEY NSW 2000**. The College is surrounded by some of Sydney’s best known restaurants, cafes, takeaway shops, refreshment and entertainment venues. Students are immersed in the friendly, multicultural and cosmopolitan environment of Sydney’s Central Business District (CBD).

The Sydney CBD is known for its large shopping complexes, sporting arenas, Darling Harbour, and its easy access to all parts of Sydney. It is a multicultural area with many different nationalities and gourmet choices in a friendly and relaxed atmosphere. Public transport by trains and buses makes all Sydney metropolitan and country areas extremely accessible.

We would like you to enjoy your time in Sydney and especially at Magill College Sydney. Education can often be a once in a lifetime experience. We are here to assist you in benefiting from your experience of studying at Magill College Sydney and to enjoy the many other benefits that Sydney has to offer.

GENERAL COURSE INFORMATION

General requirements for acceptance into Magill College's courses:

Students are not required to fulfill any requirements to enter the General English course. All students will be given a comprehensive Placement Test before commencing their first class in the General English course to ensure they are placed in the appropriate English class level. The Placement Test assesses all four macro key skills: reading, writing, speaking and listening.

Magill College Sydney does not accept any students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age.

Student Orientation

Orientation Day is an opportunity for the College to fully inform new students of most aspects of life at the College, and to provide an introduction to studying, Sydney's costs of living, transportation, facilities, banking and accommodation, and to understand culturally appropriate and respectful behaviour. In addition College staff will be introduced, a tour of the College will take place and an opportunity to ask questions will be given.

The following areas are covered during Orientation:

- Students are welcomed by the key representatives of the College, who introduces the College's mission, values and commitment to student success.
- Students are introduced to key staff members, including the Administration, Academic, Student Services Finance and IT Support. The roles of Teachers, Student Services, Administration, Media and Events, Finance and IT Departments are explained so students know where to go for assistance.
- A guided tour of the College is provided, including classrooms, student breakout areas, resource areas, emergency exits and evacuation assembly points.
- Students are shown how to use the Student Portal to check their class timetables, submit assessments, view important announcements and contact teachers or College staff through Microsoft Teams. They are also advised to download the Microsoft Teams app on their mobile device for ease of access to communication and support.
- Students are informed about the procedure for reassessment processes and whom to contact for assistance and support.
- Students are provided with information about their course progression requirements and attendance requirements.
- The College explains how to access academic and personal support services and highlights how to contact Student Services for help at any time.
- Students are reminded of the importance of maintaining satisfactory attendance and course progress to meet student visa conditions.
- Information is provided about how to update personal contact details within five (5) working days of the change with the Student Services Team and how these are reported to the Department of Home Affairs when required.
- Students are advised on staying safe in Sydney, seeking help for emergencies, and accessing services such as police, ambulance, and hospitals.
- Students are reminded of the importance of using their Overseas Student Health Cover (OSHC) and are provided with details about local medical clinics, hospitals and accessing mental health support if required.
- The College explains its critical incident policy, outlining how students will be supported in the event of an emergency or serious incident.
- Students are provided with an overview of key College policies, including the complaints and appeals process, refund policy, critical incident management, deferral and suspension of enrolment.

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	<ul style="list-style-type: none"> Students are informed about the requirements for maintaining satisfactory attendance and academic course progress, including how attendance is monitored and calculated and the point in which a warning letter is issued. Information about academic intervention strategies is provided for students who may be at risk of not meeting course progress requirements. Students are introduced to social activities, competitions and College-organised events designed to help them meet peers and become part of the Magill College Sydney community. Students are explained about the range of forms to manage their enrolment and requests. Students wishing to request a holiday are informed that they must complete the Holiday Request Form and submit it to Student Services for approval prior to the intended leave period. Supporting evidence, such as medical certificates, travel documents, or other relevant documentation, may be required to support the request. Students are provided with a range of counselling services to support their personal and academic wellbeing throughout their studies. These services are confidential, free of charge and designed to help students manage any challenges they may face. Students can obtain their student ID card by attending orientation day, having their photograph taken immediately after the presentation and collecting the card within fourteen (14) days following orientation. A dedicated Question and Answer session is held to give students the opportunity to clarify any information, ask questions or raise personal concerns privately after the session. The College outlines its expectations for academic integrity, highlighting the requirement for all work to be the student's own and warning against plagiarism, inappropriate use of artificial intelligence (AI) and other forms of academic misconduct. Examples of student misconduct are discussed, with an overview of the disciplinary process and the importance of maintaining respectful and responsible behaviour at all times. Students are informed that, when absent due to illness, they must submit an authentic medical certificate issued by a registered medical practitioner to have their absence considered for approval or academic consideration.
Change of Address	<p>Upon arriving in Australia students are required to advise the College of their residential address, including <u>phone/mobile numbers, contact email address, emergency contact details</u> and any subsequent <u>changes to these details</u> using the Student Contact Details form that is available at the College Reception.</p> <p>Students are strongly advised to update their address, contact details or gender to the Department of Home Affairs as soon as practicable of the change. This can be done in the contact details page in their ImmiAccount on the 'Update us' tab or by completing Form 929 – Change of address and/or passport form to the Department of Home Affairs and email it to 929@homeaffairs.gov.au.</p> <p>The update of student contact details is very important. The College may send out warning notices to the student, which is aimed at helping to prevent breaches of student visa conditions. It is the student's responsibility and it is in the student's own interests that they always update their address details with the College to ensure that important information about the course, tuition fees and possible breaches of the student visa are received.</p>
Privacy Statement	<p>Under the Data Provision Requirements 2020, Magill College Sydney is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).</p> <p>Students personal information (including the personal information contained on the enrolment form), may be used or disclosed by Magill College Sydney for statistical, administrative, regulatory and research purposes. Magill College Sydney may disclose your personal information for these purposes to:</p>

	<ul style="list-style-type: none"> • Commonwealth and State or Territory government departments and authorised agencies; and • NCVER. <p>Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:</p> <ul style="list-style-type: none"> • populating authenticated transcripts; • facilitating statistics and research relating to education, including surveys and data linkage; • pre-populating RTO student enrolment forms; • understanding how the market operates, for policy, and workforce planning and consumer information, including program administration, regulation, monitoring and evaluation. <p>Students may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.</p> <p>NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).</p>
Photographing, Filming and Recording	<p>Any video or photograph taken by students or visitors on Magill College Sydney premises is strictly prohibited unless explicit written consent is obtained from the General Manager. Magill College Sydney staff are prohibited from taking photos or videos during class sessions unless otherwise approved by the General Manager. Magill College Sydney staff are exempt from this policy when taking photos or videos for official media purposes, events or promotional content. If any photo or video taken on Magill College Sydney campus is uploaded online or distributed without prior written permission, Magill College Sydney reserves the right to investigate the circumstance.</p> <p>The College may require the unauthorised content to be removed or relinquished, as deemed necessary by the General Manager or designated authority.</p>
College Facilities	<p>The College has general-purpose classrooms, wireless internet access, student facilities for study and internet/computer access designated Student Computer Rooms. In addition, there are dedicated student facilities, including areas for individual and group study, access to printing, scanning services and breakout area spaces. The College also provides common areas where students can relax between classes, including kitchen facilities with seating areas for meals or studying. The College also provides noticeboards and digital displays to keep students informed about important updates, events, and support services. Reception staff are available to assist students with general enquiries, access to forms, academic support referrals and information about wellbeing or external services.</p>
Resource Requirements	<p>Student will require access to digital learning resources, access to video and audio recording, submit and complete assessment and participate in a range of communication and collaboration tools. As such, students can bring their personal laptop, tablet or device to access a broad range of course related application. Students will have access to on-site computers, free Wi-Fi and facilities to support their learning and assessment activities. The minimum IT requirements include:</p> <ul style="list-style-type: none"> - Computer Hardware: Access to a desktop or laptop computer with headphones or in-built microphone with speakers. Students are advised to bring their charger or battery pack. - Operating Systems: For PC users, Windows 7 and above. For Mac users: OSX 10.8 and above. - Internet: A reliable, high speed broadband internet connection, with sufficient upload and download. - Web Browser: The recommended web browsers for accessing the Student Portal are Firefox and Edge. - Computer Software: Office software to create documents, spreadsheets and presentation. Students will have access to the online version of the Microsoft 365 during their studies.
Assessment Methods	<p>Assessment methods will include: Formative and summative assessments, which may consist of short answer questions/written tasks, presentations, demonstrations of verbal language skills that are observed by the teacher, research, reports, and projects. This course is delivered in a classroom environment with formative and summative assessments. Formative assessment opportunities are provided every fortnight and students receive feedback from</p>

	teachers on performance. Summative assessment is conducted in the form of mid-course test and end of course test.
Course Delivery	A number of approaches to course delivery are used by our College teachers. Course delivery approaches may include: teacher led classroom delivery, workshops, tutorials, online learning, and supervised study. During class time, students are expected to participate in, for example, answering questions, giving opinions, partaking in individual and groups tasks, making presentations, and interview-based activities.
Modes of Study	A mandatory full-time study load is normally a face-to-face teaching with a minimum of 20 hours per week (classroom-based learning).
Attendance Requirement and Monitoring	<p>20 hours per week – General English. Australian law requires international students to attend a full-time study load, which is defined as 20 scheduled contact hours per week. All overseas students are required to comply with condition 8202 of their student visa. Please contact Magill College for allocated days and times.</p> <p>Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs. Attendance calculation is based on the course duration stated on the student's CoE. Students must maintain a minimum of 80% attendance for the length of their CoE, and not be absent without approval for more than five (5) consecutive days.</p> <p>The First Attendance Warning Letter and Second Attendance Warning Letter will be provided to the student by e-mail to the student's registered contact details. An overseas student will receive their First Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 90%. Moreover, an overseas student will receive their Second Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 85%. Upon issuance of the Attendance Warning Letter, the student will be required to contact the Administration Officer to:</p> <ol style="list-style-type: none"> have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager); have an opportunity to explain their current situation; be informed of their overall attendance; be informed of their current attendance; be informed of the consequences of not meeting the attendance requirements; and be informed of the consequences and implications of not meeting their visa requirements. <p>The Notice of Intention to Report Letter will be provided to an overseas student by e-mail and delivered by post to the student's registered contact details when the student's current and overall attendance falls below 80%.</p> <p>If a student considers that there are reasons why they should not be reported through PRISMS, the student may appeal against the College's decision. If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to https://www.ombudsman.gov.au/about/how-we-can-help-you or calling 1300 362 072. In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p> <ol style="list-style-type: none"> If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. They must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.

	<p>2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.</p> <p>If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College's initial determination, the College Principal will notify the Secretary of the Department of Education (DoE) via PRISMS that the student has not achieved satisfactory attendance as soon as practicable.</p>
Satisfactory Course Progress	<p>Student visa holders must be enrolled in a full-time course of study or training and achieve satisfactory course progress as determined by their education provider. All overseas students are required to comply with condition 8202 of their student visa.</p> <p>Magill College Sydney will monitor overseas students' course progress for each level in a course in which the overseas student is enrolled within their CoE duration and ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.</p> <p>An overseas student who does not achieve 50% in a macro skill assessment result in any of the formative or summative assessment, and the current overall score is less than 60%, will be considered at risk of failing to meet satisfactory course progress requirement. They will receive their First Unsatisfactory Course Progress Letter and be required to participate in the Academic Intervention Strategy (AIS). The teacher will closely monitor the results of formative and summative assessments and inform the Administration Manager if progress is not being made according to the AIS. An overseas student who does not achieve 50% in a macro skill assessment result in their consecutive formative or summative assessment, and the current overall score continues to be less than 60%, will receive the Second Unsatisfactory Course Progress Letter.</p> <p>The First Unsatisfactory Course Progress Letter and Second Unsatisfactory Course Progress Letter will be provided to the student by e-mail to the student's registered contact details. Upon issuance of the Unsatisfactory Course Progress, the student will be required to contact the Administration Officer to:</p> <ol style="list-style-type: none"> have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager); have an opportunity to explain their current situation; complete or modify the Academic Intervention Strategy Form; be informed of their current course progress and requirement; be informed of the consequences of not meeting the course progress requirements; and be informed of the consequences and implications of not meeting their visa requirements. <p>The Notice of Intention to Report Letter will be provided to an overseas student by e-mail and delivered by post to the student's registered contact details when the student has failed to meet the course progress requirements (i.e. overall academic score of 60%, with no individual overall score of less than 50% for each macro skill assessment result) in the same level twice or more.</p> <p>If a student considers that there are reasons why they should not be reported through PRISMS, the student may appeal against the College's decision. If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to https://www.ombudsman.gov.au/about/how-we-can-help-you or calling 1300 362 072. In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p> <p>1. If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. They must</p>

	<p>notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.</p> <p>2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.</p> <p>If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College's initial determination, the College Principal will notify the Secretary of the Department of Education (DoE) via PRISMS that the student has not achieved satisfactory Course Progress as soon as practicable.</p>
<p>Grounds on which the student enrolment may be deferred, suspended or cancelled</p>	<p>Magill College Sydney will only Defer or Suspend a student enrolment on the grounds of compassionate or compelling circumstances and may cancel a student's enrolment on the basis of, but not limited to:</p> <ul style="list-style-type: none"> • Misbehaviour by the student (which includes, but is not limited to): <ul style="list-style-type: none"> - Breaching the Student Code of Conduct and its by-laws; - Behaviour that is unlawful, discriminatory, abusive, sexually harassing, bullying and intimidatory or threatening; - Refusing to produce identification when asked lawfully to do so by a College staff; - Unauthorised access to or use of any College property, systems or facilities such as photocopier and scanning machines, servers, Magill College Student Portal, intranet, Magill College Sydney e-mails, Microsoft Office suite (including Word, Excel, PowerPoint and Teams), computers and associated peripherals (including cables, wires and accessories); - Failing to comply with reasonable direction of College staff acting in performance of their duties; - Theft or damage of property; - Possessing, transferring, selling or carrying any form of weapon on campus (including knives, firearms or explosives) or any other objects that could potentially cause harm or danger. This prohibition applies regardless of whether any federal or states licenses has been issued to the possessor; - Unauthorised possession or consumption of alcohol on campus; - Not following reasonable instructions and work practices to maintain the health and safety of themselves and others, including pandemic rules and regulations; - Consuming or carrying any drugs, smoking or vaping campus; or - Influencing another person to commit an act of misbehaviour. • Misconduct by the student (which includes, but is not limited to): <ul style="list-style-type: none"> - Engaging in 'contract cheating' in which a student outsources their work to a third party, whether that is a commercial provide, current or former student, family member of acquaintance; - Engaging in systematic plagiarism which is the act of repeated plagiarism whether using and copying someone's work to complete the assessment or permitting/colluding with others to access their assessment or examination response; - Cheating by copying another person's work or allowing someone to copy their work; - Using unauthorised electronic devices, materials, notes or items not explicitly permitted by the instructor during class activities or examinations; - Interrupting or disturbing other students during class time by engaging in behaviour that interferes with the participation and concentration of other student's; - Impersonating another student; that is, pretending to be another student during exams or assessments, including taking exams or completing assigned work under someone else's identity; - Making copies of subject materials without written permission including unauthorised dissemination or duplication of course materials, including textbooks, handouts or notes, without obtaining proper authorisation from the instructor and the copyright holder;

- Failure to comply with examination rules that includes ignoring or violating specific examination rules and instructions provided by instructors, such as time limits, required formats or guidelines for examination conduct;
- Tampering with exam materials such as having unauthorised access to exam papers, tampering with exam questions or answer sheets or gaining advance knowledge of exam content;
- Using generative Artificial Intelligence (AI) to complete all or part of their assessment work;
- Submitting falsified or forged document such as a medical certificate or assigned tasks; or
- Selling, distributing and/or reproducing subject materials without written permission.
- Non-payment of fee
 - The failure to pay an amount that student was required to pay Magill College Sydney to undertake or continue the course as stated in their Letter of Offer and Student Agreement and in accordance with the Student Refund and Cancellation Policy and Other Fees Policy; or
 - An outstanding fee from Other Fees for which the student was required to pay Magill College Sydney.

This policy applies to all former or current students enrolled at Magill College Sydney. This extends to students on any form of leave, including suspension from any course, where the event forming the basis of the allegation occurred while they were enrolled or was directly related to their enrolment. A student who is found to have breached the provision of this policy or any other relevant provisions may be subject to disciplinary action. Such action that may be imposed on a student found to have committed a breach of the provision may include one or more of the following:

- A 'Fail' result in their formative or summative assessment;
- Exclusion from entering the campus and facilities;
- Suspension of enrolment for a specified period of time;
- Condition(s) imposed in their enrolment in the course;
- Expulsion such that there is a permanent separation of the student from the College;
- Reprimanding the student against repeating the conduct;
- Referral to law enforcement authorities, where the misconduct potentially constitutes a legal offence;
- Revocation of a Certificate of Completion or Statement of Attainment; or
- A monetary fee that is appropriate and proportionate to the breach(es) or damage(es).

For any deferral, suspension or cancellation of enrolment initiated by Magill College Sydney against an overseas student, the College will notify the student in writing of its intention to report the student to the Secretary of the Department of Education (DoE) through PRISMS. This action will automatically alert the Department of Home Affairs (DHA), which may lead to the cancellation of the student's visa. If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against the College's decision within the prescribed 20 working days. If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College's initial determination, the College Principal will notify the Secretary of the Department of Education (DoE) via PRISMS that the student has been reported in the event of misbehaviour, misconduct or non-payment of fee.

If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to <https://www.ombudsman.gov.au/about/how-we-can-help-you> or calling 1300 362 072.

In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.

1. If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeal process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE.

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	<p>2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.</p> <p>For further information please contact the Administration Manager on (02) 8061 6980 or email admin@magill.edu.au</p>
Complaints Procedure	<p>Magill College Sydney seeks to provide learning in a supportive and fair environment with a policy and procedure in place to allow students to lodge a formal complaint or appeal if the matter cannot be resolved informally.</p> <p>Informal Complaints Resolution Procedures</p> <ol style="list-style-type: none"> 1. Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned in the appropriate manner to reach a solution agreeable to all parties. Minor issues of concern would also be documented as soon as they are addressed and/or resolved to the satisfaction of all parties concerned. 2. Students may discuss any informal issues related to their course with their Teacher, Principal, the Administration Manager or any other administration staff whom they feel comfortable to discuss the matter with as part of the informal complaints resolution process. 3. The Administration Manager and/or the General Manager will provide students with counselling, if required. 4. Magill College Sydney will use this opportunity to contribute to our continuous improvement strategy and therefore take proactive measures. <p>Formal Complaints Resolution Procedures</p> <p>If students cannot resolve a complaint through informal discussions, students may lodge a formal complaint. Where students lodge a formal complaint, they are expected to maintain their enrolment throughout the process and they are informed that they must continue their course and attend all classes while their complaint matter is being considered and finalised. No fee is charged for a student to lodge a complaint. Please refer to the Complaints Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.</p> <ol style="list-style-type: none"> 1. 2. If the matter is not resolved, students will be given an option to proceed under a formal complaints process as explained below. The initial contact person/counsellor (i.e. the Principal or the Administration Manager) may assist the student with the Complaints Form (if the student requires assistance). This completed form must be submitted to the initial contact person/counsellor either via email (Email: admin@magill.edu.au), in person (during normal business hours – Monday to Friday between 9am and 5pm) or by mail (addressed to: The Administration Manager, Magill College Pty Ltd, Level 4, 695-699 George Street, Haymarket, NSW 2000). 3. Receipt of the completed form will be acknowledged within two (2) working days and the complaints process will commence within ten (10) working days from the date of receipt of the complaint. 4. The complaint will be forwarded to the General Manager and the Principal for review of the matter. Based on the nature of the complaint, the College will determine if the complaint requires further investigation or consultation, or if the matter can be resolved internally. 5. Where the complaint made about or involves allegations about another party, the College is obliged to inform the other party about this complaint and provide them an opportunity to respond and present information in response to the issues raised. When such clarification occurs in a face-to-face interview with the complainant, he/she would have an opportunity to formally present his/her case and he/she has the right to have a witness and/or support person present at any stage of the relevant complaint resolution meetings. Where a complaint is received by the College which involves allegations about alleged criminal conduct, the College may refer the matter to the NSW Police or designated enforcement authority.

6. The General Manager and/or College Principal or his nominee ("the College Representative") will then, if necessary, seek to clarify the issues in the complaint and provide an objective outcome.
7. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the complainant within twenty (20) working days, including the outcomes and the reasons for the decision.
8. In straightforward cases, the signed Complaint Form is used as written evidence of the outcome of the complaint including reasons and steps that will be taken to address the complaint. However, in more complex cases, the student will be provided with a written complaints report of the outcome. This report will include the details of any actions and clearly state the reasons for the decision made and it will be provided to the student within twenty (20) working days. If the College Principal considers that more than twenty (20) working days are required, the College Representative will inform the complainant in writing, including reasons why more than twenty (20) working days are required, and maintain regular fortnightly contact with the complainant including to explain any further delays.
9. The College will retain the records relating to the complaint matter and all communication securely and confidentially to protect the privacy of the complainants and the respondent.

Appeals Procedure

Internal Appeals Resolution Procedure

The appeals procedure may be submitted by a student where Magill College Sydney has made a decision that is relevant to the student, or which affects the student in some way. Where the College makes a decision which does not relate to or affect a student, the student is not eligible to appeal the decision. Where students lodge a formal appeal, they are expected to maintain their enrolment throughout the process, and they are informed that they must continue their course and attend all classes while their complaint matter is being considered and finalised. No fee is charged for a student to lodge an appeal. Please refer to the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.

1. If the complainant is dissatisfied with the outcome of the Complaint Procedure, or their concerns remain unresolved, he/she has the option to proceed with an appeals process. The Administration Manager may assist the student with the Student Appeals Form, if the student requires assistance. This form must be submitted to the Administration Manager either via email (Email: admin@magill.edu.au), in person (during normal business hours – Monday to Friday between 9am and 5pm) or by mail (addressed to: The Administration Manager, Magill College Sydney, Level 4, 695-699 George Street, Haymarket, NSW 2000). Please note that an official appeal must be received by the College within 28 calendar days of the decision or finding being informed to the person.
2. Receipt of the completed form will be acknowledged within two (2) working days and the appeals process will commence within ten (10) working days from the date of receipt of the complaint.
3. The appeal is referred to the General Manager and/or the College Principal where it will be reviewed and determined if the appeal requires further investigation or consultation. When such clarification occurs in a face-to-face interview with the appellant, they will have an opportunity to formally present their case and has the right to have a witness/support person at any student of the relevant appeal resolution meetings.
4. The College Principal or his nominee ("the College Representative") will then, if necessary, seek to clarify the issues in the appeal and provide an objective outcome.
5. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the appellant within twenty (20) working days, including an outline of the appeal outcomes and the reasons for the decision.
6. In straightforward cases, the signed Appeals Form is used as written evidence of the outcome of the Appeal, including reasons and steps that will be taken to address the Appeal's outcomes. However, in more complex cases, the student will be provided with a written Appeal Report that documents the outcome of the Appeal. This report will include the details of any actions, clearly stating the reasons for the decision made and it will be provided to the Appellant within twenty (20) working days.

	<p>External Appeals Resolution Procedure</p> <p>Depending on the type of complaint, if the appellant is dissatisfied with the outcome of Internal Appeals Resolution Procedure, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to https://www.ombudsman.gov.au/about/how-we-can-help-you or 1300 362 072. Please refer to the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.</p> <p>In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p> <ol style="list-style-type: none"> 1. If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeal process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. They must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period. 2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.
The ESOS Framework	<p>The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework. For more information, please refer to the ESOS Framework section in the Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure).</p>
Cost of living, welfare and relevant information on living in Australia	<p>Costs of Living: From 10 May 2024, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:</p> <ul style="list-style-type: none"> • A\$ 29,710 a year for the main student; • A\$ 10,394 a year for the student's partner; and • A\$ 4,449 a year for the student's child. <p>For further information, please see http://www.homeaffairs.gov.au/Trav/Stud and https://www.studyaustralia.gov.au/</p> <p>Accommodation options: Australia has a variety of high standard student accommodation available to suit different budgets and needs and there are several long-term housing options, such as hostels (rooming houses), Homestay (living with a family in their home), and rental properties (either on your own or sharing with others). Shared accommodation with other students is common and popular and student noticeboards and newspapers often advertise rooms, apartments and houses for rent.</p> <p>Most accommodation, except homestay, does not include electrical appliances, household equipment, sheets and blankets etc. Second-hand household goods are available quite cheaply, but students may wish to bring some of their own basic items.</p> <p>Websites (e.g. http://www.domain.com.au and http://www.realestate.com.au) list accommodation for rent and provide a good idea of the type and cost of accommodation that is available. For further information, please refer to the following websites:</p> <p>https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students</p>

Schooling: A school-age family unit member joining the student in Australia is expected to attend school in Australia. Evidence of enrolment for them must be provided if they are to be granted a student visa as a family unit member. In most cases, public and private schools charge fees for family unit members of student visa holders. The student is responsible for the payment of school fees and to allow the student's family unit member to attend school throughout the period of study in Australia. For the international student dependants, please consult the following websites:

<https://www.deinternational.nsw.edu.au/study-options/study-programs/temporary-residents>

<https://education.nsw.gov.au/content/dam/main-education/public-schools/going-to-a-public-school/media/documents/enrol-k12.pdf>

https://www.deinternational.nsw.edu.au/__data/assets/pdf_file/0013/16402/16402-Education-Fees.pdf

For private schools in NSW, please consult the following website:

<http://www.privateschoolsdirectory.com.au/educationinformation.php?region=29>

Safety: Australia is a comparatively safe place to live with a relatively low crime rate, but students must take the necessary precautions to protect themselves, just like they would at home. Looking after their safety, health and overall wellbeing is important, especially while dealing with the added stresses of being in a new country and adjusting to a new way of life. Please refer to the following website for safety tips in Australia:

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

Jobs: The allowable work hours cap for international students was relaxed during the pandemic to help meet workforce shortages. From 1 July 2023, the Australian Government has announced that the work restrictions for student visa holders will be reinstated and capped at the increase rate of 48 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences.

A fortnight means a period of fourteen (14) days, commencing on any Monday and ending on the second following Sunday. Please note: No work restriction (limits) applies during recognised periods of holidays (i.e. any scheduled course breaks and official Magill College Sydney holidays). For further information, please refer to the following website: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

There are a number of ways to find work in Australia. You can find job advertisements in local newspapers and on websites such as <http://www.seek.com.au>, <http://www.careerone.com.au> and <https://www.adzuna.com.au/>.

Travel: Australia is one of the top tourist destinations in the world. Many tourism activities in Australia are based on cultural festivals, such as Chinese New Year and the Sydney Festival in January. Australia is famous around the world for its unique sporting events like surf carnivals, Test series (Cricket) Australia vs. India, the Australian Formula One Grand Prix, the Melbourne Cup, and the Australian Tennis Open. Other attractions that appeal to travellers are Australia's unique flora and fauna, national parks, beaches, reefs, lakes, rivers, deserts and the Kimberley region in far north Western Australia, which is one of the oldest geological areas on earth. The world renowned theme parks on the Gold Coast (e.g. Sea World and Movie World) are very popular and the Gold Coast is one of the most popular destinations both for domestic and international visitors in Australia.

Aboriginal Australia is about sharing the world's most ancient living culture, best expressed through art, storytelling, dance, music and the land itself. For the adventurous traveller, this means learning about traditional Aboriginal practices as well as contemporary interpretations. Australia's major cities including Sydney, Melbourne, Adelaide and Brisbane showcase the nation's young and free-spirited way of life. Here, visitors can enjoy our outdoor lifestyle, see Australia in its architecture and fashion, experience it in its multicultural precincts, shops, theatres and bars, observe it in our people, taste it in our food and smell it in our oceans and bushland.

Here are some websites that students may find interesting and useful when travelling in Australia:

<http://www.australia.com>

<http://www.discovertasmania.com.au>

http://www.visitnsw.com https://teq.queensland.com/ http://northernterritory.com/ http://www.westernaustralia.com http://www.southaustralia.com	http://www.visitvictoria.com http://www.visitcanberra.com.au http://www.discoveraustralia.com.au http://www.greatbarrierreef.org https://www.destinationgoldcoast.com
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Site Location and Contact Details

Level 4, 388 Sussex Street, SYDNEY NSW 2000
Level 4, 695-699 George Street, HAYMARKET NSW 2000

Tel: (02) 8061 6980

Enrolment Steps/Procedures

Magill College Sydney endeavours to act in an ethical and responsible manner in recruiting students into registered qualifications/courses and to provide all relevant information to students to make an informed decision before commencing their study.

All applicants must be over 18 years of age.

Prior to enrolment students are advised on the following aspects which will determine their eligibility for enrolment:

- That they are fully advised of their course details, including: course content, course duration, mode of study, all associated costs of study, including any additional purchases which may be required as listed in the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** and/or the Student Handbook;
- That they are over 18 years of age at the time of course commencement;
- They have been advised of the Magill College Sydney location;
- They have been fully advised of the Student Refund and Cancellation Policy;
- That their tuition fees may be subject to change with prior written notice;
- That all relevant Policies and Procedures that will govern their enrolment have been explained, including achieving satisfactory course progress, attendance and cancellation fees, as advised in the Student Refund and Cancellation Policy;
- That their pre-enrolment information listed in the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** makes clear reference to the ESOS framework, which is also available electronically by Australian Education International (AEI) to students. For further information, please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- That they have been advised on the costs of living in Australia, and their obligation in relation to any school-aged dependants, including the associated costs for school fees which could be incurred;
- That the contents of the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** and/or Student Handbook are clear and easily understood prior to lodging their application for Enrolment;
- The request of a course timetable copy that is relevant to the student's course of enrolment.

After being advised on all the issues listed above, including the contents of the Student Handbook, the student enrolment process will continue as listed below. Students are required to:

1. Complete and Sign the **Enrolment Form** as acknowledgement that they have received, read and understood the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** and the contents of the **Student Handbook**, and return the signed Enrolment Form to the College.
2. Provide the documents listed below:
 - ✓ Copies of the current Passport/Visa;

Magill College Pty Ltd Trading as Magill College Sydney

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- ✓ Current **Overseas Student Health Cover** (OSHC) details, if known (only if requesting the OSHC arrangement through the College);
- ✓ Genuine Student Evaluation Form (if applicable);
- ✓ Copies of the HSC Year 12 qualification and/or previous education certificates or transcripts; and
- ✓ Copies of English language proficiency test results and/or English language studies.

3. Complete an English Placement Test (if required) with the ELICOS Teacher at an agreed time and date on the Magill College Sydney campus. Alternatively, if the student is offshore at the time of enrolment or unable to attend the campus due to compassionate or compelling circumstances, the ELICOS Teacher will arrange a proctored online English Placement test.

4. Request their **Letter of Offer and Student Agreement**.

After receiving the **Letter of Offer and Student Agreement** from Magill College Sydney the next step is to confirm the student's enrolment. An enrolment application will be put on hold if any documents are incomplete and will remain on hold until all documentation issues are resolved.

- a. Sign the **Letter of Offer and Student Agreement** as acceptance of the Terms and Conditions of enrolment;
- b. Submit any outstanding supporting documentation, as listed in their **Letter of Offer and Student Agreement** to fulfil the course entry requirements;
- c. The **Letter of Offer and Student Agreement** is an agreement between the College and the student. Students are required to read and acknowledge that they understand and agree to abide by the conditions of the Agreement. It must be signed and dated prior to commencement of studies to confirm the student's acceptance of the Terms and Conditions of their enrolment;
- d. The Agreement is then signed by an authorised officer of Magill College Sydney and students are then required to make the payment according to their course selection;
- e. Upon request, the receipt of tuition fees paid by the student will be issued to the student for all payments made. Once all documents are received and checked against the **Student Documents Checklist** a Confirmation of Enrolment (CoE) will be generated and forwarded to either the student, or their acting agent, or both; and
- f. The individual student's file will be created and contain relevant information and documentation. A written notification of orientation will be emailed or posted to the student, or their acting agent, or both. Students are advised that upon request they are entitled to obtain copies of all documentation that is contained in their student file.

BEFORE YOU START – Student Visa Requirements

General requirements	<p>According to the Department of Home Affairs (DHA), to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and the assessment levels of your home country. Assessment factors may include whether you have enough financial resources (i.e. money to support yourself during studies), English language proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to apply through your local Australian Immigration Office.</p> <p>You will be required to also show that you meet the selection requirements for any of the courses that you are seeking enrolment in. These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign the Enrolment Form.</p> <p>Additional information on your visa matter is available from your Education / Migration Agent but independent advice is also available on the DHA website http://www.homeaffairs.gov.au</p>
Change of Residential Address – Student Visa Condition 8533	<p>Student visa holders are required to notify our College of their residential address in Australia within 7 days of arriving in Australia and are further required to notify Magill College Sydney of any change in their residential address within 7 days of the change.</p> <p>It is your responsibility to ensure that you always update your residential address including <u>phone / mobile numbers, email address, emergency contact</u> and any subsequent <u>changes to these details</u> using the Student Contact Details form available at reception.</p> <p>Students are strongly advised to update their address, contact details or gender to the Department of Home Affairs. This can be done in the contact details page via the ImmiAccount on the 'Update us' tab or complete Form 929 – Change of address and/or passport details form to the Department of Home Affairs (DHA) and email it to 929@homeaffairs.gov.au</p> <p>This is extremely important to ensure you receive relevant information about your course, fees, course progress, attendance and academic performance and any other important information such as possible breaches of your student visa.</p>
Overseas Student Health Cover (OSHC) – Student Visa Condition 8501	<p>Student visa holders must maintain adequate arrangement for health insurance during their stay in Australia.</p> <p>It is an essential requirement of your student visa that you have adequate health insurance while you are studying in Australia and you are required to pay for Overseas Student Health Cover (OSHC). Furthermore, if you do not maintain your OSHC you will be in breach of your visa conditions and risk having your visa cancelled. OSHC helps pay for medical and hospital care should you become ill during your stay in Australia.</p> <p>Magill College Sydney's preferred health care provider for Overseas Student Health Cover is OSHC by Allianz Global Assistance. For information about overseas student health cover prices (premiums) and the services you will receive from OSHC by Allianz Global Assistance please refer to the website: http://www.oshcallianzassistance.com.au</p>
Achieve Satisfactory Attendance	<p>Student visa holders must be enrolled in a full-time course of study or training and achieve satisfactory attendance as determined by their education provider.</p> <p>Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs. All overseas students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory Attendance, which requires student visa holders to be enrolled in a full-time course of study and achieve satisfactory attendance through 20 contact face-to-face hours per week. Attendance calculation will be based on the course duration stated on the student's CoE. Students who have been absent for more than five (5) consecutive days without approval or where students are at risk of not attending for at least 80% of the scheduled course contact hours for the length of their Confirmation of Enrolment (CoE) which they are enrolled will be issued with an attendance warning letter and a counselling session will be arranged with the Administration Manager.</p>

	<p>Please be aware where if a student fails to meet satisfactory attendance, Magill College will notify the student in writing of its intention to report the student to the Secretary of Department of Education (DoE) through PRISMS for Unsatisfactory Attendance. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled. For more information please refer to Appendix D of this Student Handbook.</p>
<p>Achieve Satisfactory Course Progress – Student Visa Condition 8202</p>	<p>Student visa holders must be enrolled in a full-time course of study or training and achieve satisfactory course progress as determined by their education provider.</p> <p>Magill College Sydney will monitor overseas students' course progress for each level in a course in which the overseas student is enrolled and ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE. All overseas students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory Course Progress, which requires an overseas student to achieve 50% or more in a macro skill assessment result in any of the formative or summative assessment, and the current overall score being 60% or more. Magill College Sydney will identify, notify, review the student's course involvement, and provide an Academic Intervention Strategy (AIS), counselling, implement and monitor an intervention strategy in relation to students who are at risk of failing to meet course requirements (i.e. Students who do not achieve 50% in a macro skill assessment result in any of the formative or summative assessment, and the current overall score being less than 60%) in the same level twice or more.</p> <p>Please be aware that if a student fails to meet satisfactory Course Progress, Magill College will notify the student in writing of its intention to report the student to the Secretary of Department of Education (DoE) through PRISMS for Unsatisfactory Course Progress. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled. For more information please refer to Appendix C of this Student Handbook.</p>
<p>School-age Dependents - Student Visa Condition 8517</p>	<p>Student visa holders must maintain adequate schooling arrangements for their school-age dependants who join them in Australia on a student dependant visa for more than 3 months.</p> <p>You will be required to pay full fees for your school-age dependants studying at primary or secondary schools that they must be enrolled in whilst living in Australia for more than 3 months.</p>
<p>Working whilst Studying - Student Visa Condition 8105</p>	<p>The allowable work hours cap for international students was relaxed during the pandemic to help meet workforce shortages. From 1 July 2023, the Australian Government has announced that the work restrictions for student visa holders will be reinstated and capped at the increase rate of 48 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences.</p> <p>A fortnight means a period of 14 days commencing on any Monday and ending on the second following Sunday. Please note: no work restriction (limits) apply during recognised periods of holidays (i.e. any scheduled course breaks and official Magill College Sydney holidays).</p> <p>Students should seek working hours that do not interfere with or inhibit their study since our registered courses do not include any work component as part of the course requirements.</p> <p>Please be aware that DHA often conducts checks to ensure that overseas students are not breaching visa conditions in relation to work engagement. In addition, employers have the responsibility under Australian immigration law to check your eligibility to work and failure to do so may be considered a serious offence with expensive repercussions. Additional information on this matter is available on the DHA website http://www.homeaffairs.gov.au</p>

NOW THAT YOU ARE HERE

<p>Student Induction and Orientation</p>	<p>Student Orientation Day and class registration is conducted for all new Magill College Sydney students generally on Mondays, except national and NSW Public Holidays (in which case Orientation is conducted on a Tuesday) and 2 weeks during the Christmas and New Year's holidays throughout Magill College Sydney's Academic Calendar.</p> <p>It is essential for ALL new students to attend this session to be introduced to Magill College Sydney's Rules and Regulations and facilities. Students must bring with them a valid passport, current Australian residential address and have a photo taken in order to create their Student ID card.</p> <p>Typically, the Orientation Day program includes:</p> <ul style="list-style-type: none"> • Introduction by the Administration Manager who will discuss the obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations as well as issues which may arise as part of the student's day-to-day activities if required; • Highlighting the information contained in the Student Handbook; • Important information about Timetables, Course Progress and Attendance requirements and Complaints and Appeals processes; • Completing their Photo Identification Card process; • Introduction to College Facilities, Amenities, Emergency Procedures and the Study Environment; • Introduction to Principal and allocation of classes with timetable explanation. • Welfare services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman. <p>Students will be openly invited to ask any questions or address any concerns they may have at the orientation. At the end of the Orientation Day students are asked to complete and return the Student Contact Details form stating their current residential address including phone / mobile numbers, email, emergency contact and any subsequent changes to these details using this form.</p> <p>Furthermore, students are required to sign the Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and are aware of their rights and obligations as students at Magill College Sydney.</p>
<p>Student ID Card</p>	<p>To promote a safe and healthy learning environment all students are issued with a Magill College Sydney's Student Identification Card, containing their photograph, full name, D.O.B., Student ID number, date of issue and its validity. Students are required to have their Student ID Card with them at all times whilst on the College premises.</p> <p>In order to obtain a Student ID Card, please have your photograph taken at reception. The Student ID Card may be used as a concession card at museums, theatres, cinemas, sport events and etc. and is subject to change. Please make relevant inquiries to organisers and/or authorities beforehand.</p>
<p>Deferring or Temporary Suspending a Course.</p>	<p>Generally, students are not permitted to defer, temporarily suspend or alter the start date of their course.</p> <p>A student may be granted deferment, or temporary suspension from their studies ONLY on <u>compassionate grounds or due to compelling circumstances</u> such as:</p> <ul style="list-style-type: none"> • A serious illness or injury supported by a medical certificate stating that the student is unable to attend classes; • Bereavement of close family members such as siblings, parents or grandparents (document evidence is required); • Major political upheaval or natural disaster in their home country requiring emergency travel; • A traumatic experience which may include involvement in or witnessing a serious accident or crime and that these cases are supported by a medical report. <p>If deferment or temporary suspension is granted, the Administration Manager will confirm in writing that the student's request has been successful and the College Principal will notify the Secretary of Department of Education (DoE) via PRISMS where the student's enrolment has been deferred or temporarily suspended.</p>

Student Withdrawal and Course Variations Requested by the Student	Students who wish to withdraw from their course must complete and sign the <i>Change of Enrolment Request Form</i> and advise the College of any updates to their contact details. Supporting documents or evidence must be provided, if requested. In addition, students must ensure that any applicable withdrawal and CoE cancellation fees are paid prior to the course withdrawal, as outlined in the <i>Other Fees</i> document. Once all required documentation has been received, the withdrawal request will be reviewed by the Administration Manager and the General Manager for approval. The College may request for further documentation or information to discuss the student's withdrawal plan, if deemed necessary. Upon approval, a cancelled Confirmation of Enrolment (CoE) will be issued and the Department of Home Affairs will be notified through PRISMS within fourteen (14) working days from the date the College receives all completed documentation. An official email will be sent to notify the student and/or their education representative of their course withdrawal. Please note that if a student has any outstanding fees on their account, the College reserves the right to withhold the release of documents related to their course until the balance has been fully settled.
Magill College Sydney Official Holiday Periods	<p>Official holidays are timetabled into your course. Magill College students should refer to the College's academic calendar and schedule all travel within the official college holiday periods. For more information, please refer to Appendix A of this Student Handbook.</p> <p>The College is closed on all national and NSW public holidays. Students are required to complete a minimum of 20 weeks of ELICOS studies prior to an approved holiday period unless pre-arranged prior to the commencement date. Students are not permitted to have additional holidays unless for <u>compassionate reasons or compelling circumstances</u> as stated above.</p>
Holiday Leave while the Course is in Session.	<p>Generally, Magill College Sydney does not recommend students to take any leave while their course is in session nor does it grant extension of the course (i.e. the expected duration of study specified in the students' CoE must not exceed the CRICOS registered course duration) unless pre-arranged prior to the commencement date. There is no refund of tuition fees for the time students are on approved leave.</p> <p>Approved Holidays, separate from Pre-Arranged Holidays, may ONLY be taken when the College and any program of the study is in recess and for the duration of that recess. Leaving before the date of recess or returning to the College after recess has finished will be recorded as an absence unless a reasonable request is made for a Holiday Request to be granted.</p> <p>Magill College Sydney may only grant leave of absence, while their course is in session on the grounds of compassionate or compelling circumstances, provided that the student produces verifiable documents that support their case.</p> <p>Students must discuss a study plan with the appropriate person (i.e. the Student Services Officer and/or the General Manager) before lodging a Holiday Request Form to the College. This form should preferably be lodged with a minimum of two weeks' notice prior to the expected Holiday Leave start date (i.e. the start date of travel). Students should not buy their travel tickets prior to Holiday Request approval, in anticipation that their request is going to be approved.</p> <p>A Holiday Leave Request may not be approved should the student failed to maintain satisfactory Course Progress, Attendance and/or should the leave of absence severely affect their studies and the expected completion date of the course they are currently undertaking.</p> <p>Students applying for holiday leave while the course is in session should be aware that DHA has the final say as to whether reasons for leave are acceptable. DHA may also cancel the visa where, for example, the student is granted leave to go home but does not leave Australia or does not return by the agreed date.</p>

	To apply for holiday leave a Holiday Request Form is to be completed (available from reception) and additional documentation is to be attached to the request form.
Sick Leave	<p>A student absent from classes due to medical reasons MUST provide a medical certificate from a registered medical practitioner. A medical certificate issued by a registered medical practitioner in Australia must be signed and affixed with the practitioner's provider number. All submitted medical certificates will be verified with the medical practitioner for authenticity verification.</p> <p>If a student is sick for an extended period of time they must notify the College as soon as practicable to reduce the likelihood that their absence would adversely affect their academic performance and that the notification be sent to the Secretary of Department of Education (DOE) through PRISMS for Unsatisfactory Course Progress and/or Unsatisfactory Attendance. This action will automatically alert DHA and your student visa may be cancelled. DHA may take into account medical certificates provided by a student when making a decision.</p> <p>The student must keep the original medical certificate(s) to provide to DHA when required whilst the College keeps copies of the submitted medical certificate(s).</p>
Diversity, Access and Equity	<p>Magill College Sydney is committed to access and equity principles and processes in the delivery of its training and assessment and working environment in accordance with the Age Discrimination Act 2004, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Sex Discrimination Act 1984 and NSW Anti-Discrimination Act 1977. (http://www.humanrights.gov.au http://www.legislation.nsw.gov.au)</p> <p>Magill College Sydney recognises that diversity and inclusion bring a broad range of perspectives, enriching the learning experience. We are committed to:</p> <ul style="list-style-type: none"> - Promoting and supporting diversity in all its forms, including but not limited to race, ethnicity, gender, disability, age, sexual orientation, socioeconomic status, religious beliefs, political views, people from culturally and linguistically diverse background, neurodivergent people, and people who may identify as LGBTIQ+; - Encouraging an inclusive environment where everyone is treated equitably and has the opportunity to contribute to training and assessment. <p>It is the responsibility of the Principal and/or the Administration Manager as well as all staff and students, that all laws and regulations are followed in day to day activities.</p> <p>In the event of a situation that is considered by either students or staff to be in violation of Magill College Sydney's Access and Equity principles, staff and students are required to report the situation to the Principal and/or the Administration Manager.</p> <p>Programs are designed, and wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.</p>
The Work Health and Safety Act 2011 (WHS)	<p>According to Work Health and Safety Act 2011 (WHS Act 2011), Magill College Sydney has the duty of care to provide a safe and healthy working/study environment for all staff, students and visitors. Furthermore, it is staff and students responsibility to take reasonable care for their own health and safety and for the health and safety of others (www.safework.nsw.gov.au).</p> <p>It is the responsibility of management, staff and students to help reduce workplace hazards. This includes using sunscreen outside and wearing a hat and sunglasses when students are on an excursion. It also means telling your teacher or administration staff of any dangerous situation staff and students observe so that the College can make it safe.</p> <p>One of the biggest safety hazards in classrooms is bags left on the floor. Students should make sure to put their bag under the table so that others don't trip over. Students are responsible for their own personal belongings while they</p>

	<p>are at the College. Please do not leave any valuable items in the classroom during the break. Magill College Sydney will not take any responsibility for student's losses (i.e. loss of personal belongings).</p> <p>When you are walking around in the classroom you should be careful of table corners, because sharp table corners might hurt you.</p> <p>Magill College Sydney agrees to abide by the WHS Act 2011 to protect the health, safety and wellbeing of staff and students through the provision of safe learning environment, safe and functional training equipment and lighting.</p> <p>We expect that students in turn accept their responsibility to use the equipment safely. This means studying intelligently, with common sense and foresight. All students are expected to follow the set safety standards, which apply to our college, and adhere to all rules and regulations as set out by the WHS Act 2011.</p> <p>Any injury to a student may cause physical suffering as well as loss of productivity and damage to the morale of the group. The following rules are common sense and should be followed by all students.</p> <ul style="list-style-type: none"> • Keep studying areas clean at all times: it reduces the chance of any injury and also makes the area a more attractive study environment. • Do not run in the college. • In case of a fire, DO NOT USE LIFTS, leave the building via the marked emergency exits. • Do not smoke throughout the building and when smoking outside, make sure that you leave that area safe and clean. • Have respect for electricity - do not overload any outlet. Never have any electrical wires rolled up (like extension leads) - they may create heat and cause fire. • Be aware of hot water temperature and especially auto water boiling machines. • Do not use or operate any equipment or machinery without being trained and authorised to do so by our staff. <p>Report ANY hazard or injury immediately. It is in everybody's interest! If you notice a condition or practice that seems unsafe, you should immediately discuss this with your teacher or report to staff member, or readily correct it yourself if it is personally safe to do so.</p>
COVID-19 Advice	<p>COVID-19 can affect anyone, and as a responsible college, we can take steps to minimise the risk of transmission among our students and staff. Prevention remains the most effective way to protect yourself and others. We encourage all students to follow recommended health and safety guidelines, including:</p> <ul style="list-style-type: none"> • Practising regular hand washing with soap and water or using hand sanitiser. • Wearing a face mask in indoor or crowded settings where physical distancing is difficult. • Maintaining physical distancing whenever possible. • Staying home and seeking medical advice if you feel unwell or experience any symptoms such as fever, cough, sore throat or difficulty breathing. • Getting vaccinated and keeping up to date with booster shots as advised by health authorities. <p>Students who require assistance or support related to COVID-19 can contact Student Services for help and guidance (Email: studentservices@magill.edu.au).</p>
General Hygiene Precautions	<p>Please follow the following general hygiene precautions:</p> <ul style="list-style-type: none"> • Do not share towels or other linen. • Tea towels should only be used for drying dishes. • Do not share toothbrushes, razors, nail files or nail scissors. • Treat your own minor cuts and injuries.

	<ul style="list-style-type: none"> • Cover all wounds adequately with clean Band-Aid or dressing. Change frequently and dispose of waste responsibly. • Dispose of paper handkerchiefs in bins with bin liner. • Do NOT spit or vomit in bins, kitchen sinks, and hand basins or on the floor. • Dispose of sanitary towels and other hygiene material in the appropriate bins provided. • Wash your hands properly after the use of the toilet.
First Aid	<p>If a student requires a First Aid for himself/herself or someone else, he/she should contact a staff member who will assist with a First Aid kit and/or organise medical assistance (ambulance).</p> <p>When giving assistance in an emergency to someone whom is bleeding, it is advisable to take protective measures. Ideally disposable gloves should be worn if you expect to be in direct contact with blood, contaminated fluids, equipment, clothing or surfaces. Disposable gloves are part of the First Aid kit.</p> <p>In any case you MUST wash your hands with soap and hot water as soon as possible after contact with blood or other body fluids.</p> <p>Please follow the following safety precautions:</p> <ul style="list-style-type: none"> • Clean up your own spills of body fluid (blood, urine, vomit etc.) if possible. • Keep rubber gloves separate for each different application. • Do not share rubber gloves.
Security Procedures	<p>Security problems and violations cannot be addressed in a constructive and preventative manner unless the College management knows or is advised about them. At Magill College Sydney, we believe security is the responsibility of all staff and students. Therefore, our policy puts great emphasis on reporting of incidents as they occur, or may look to be occurring and how they can be prevented. Even where the study environment appears to be a slightly informal atmosphere, it is important that students abide by the following:</p> <ul style="list-style-type: none"> • Do not leave any doors or windows open or unlocked. They should all be checked prior to departure. • Do not leave any personal belongings or valuables unattended. • Ensure that all PCs are shut down/switched off properly as directed by your teacher. • When you see anything of a suspicious nature, report to your teacher - or if he/she is not available, contact reception (who may contact the police). • If you see a stranger wandering around the College, or someone who is not a student, please report to a staff member immediately. • If your friends or relatives visit and come to this premises, please report to reception. <p>The above are only examples and staff/student responsibility is not limited to these incidents. Written report should be prepared immediately after any security related incidents occur, and it should include information of who, what, when, where, why and other aspects of the incident. If time is critical, please supply these details over the phone and confirm them at a later stage in writing.</p>
Fire Prevention	<p>It is the duty of each one of us (management, staff and students) to help prevent fire. Always be aware of the danger of fire:</p> <ul style="list-style-type: none"> • Smoking is not allowed anywhere in the building. • Never use damaged electrical cables, power points or other electrical equipment. • Report any faulty electrical problem to the Teacher and/or the Administration Manager.
Emergency Evacuation Procedures	<p>Emergency Evacuation Procedures are also an integral component of Work Health and Safety.</p> <p>In the unlikely event of an emergency that requires the evacuation of the campus, ALL students are to follow the instruction of their teachers and the fire safety Warden being the Principal or the Administration Manager and in their absence Administration Manager if working at the time an alarm is sounded.</p>

STAGE 1: ALARM SIGNALS

There are two alarm signals that may sound throughout the building. The Alert tone, “**beep, beep, beep**” identifies all building occupants of an impending emergency. This tone indicates PREPARE to evacuate. Staff and students are NOT required to evacuate yet and are to await further instructions of their teachers and the fire safety **Warden**. The Evacuation tone, “**whoop, whoop, whoop**” indicates that building evacuation is required and everyone leave the building immediately. **Do NOT use the lift.**

STAGE 2: COMPLETE EVACUATION OF THE ENTIRE FLOOR

When evacuating the building, **WALK** smartly to the nearest safe **EXIT** fire door, **do NOT run**. Go down the fire stairs in single-file, utilising the handrail next to the handrail at all times (fire fighters must have space to come up the stairs). For George Street campus, the Fire **EXIT** 1 is located in the main corridor next to the male bathroom, and Fire **EXIT** 2 is also located in the main corridor next to the entrance lifts. For Sussex Street campus, the Fire **EXIT** 1 is located opposite reception, and Fire **EXIT** 2 is located at the rear end of the floor next to Classroom 5. **Do NOT use the lift.**

Emergency exits are signposted and there are diagrams located in classrooms, hallways and other areas that indicate the approximate exit to use. These procedures may be updated from time to time.

STAGE 3: ASSEMBLY POINT

Your assembly point is the corner of George Street and Ultimo Road for George Street campus and 384-386 Sussex Street for Sussex Street campus, which is the corner of Eager Lane about 20 metres east of the main entrance to the building. Please do NOT occupy the whole footpath. At least 1 metre alongside the road curb side should be vacated for passing pedestrian traffic.

STAGE 4: CLASS ROLLS CALL

Listen to your teachers who will mark the class rolls at the outside assembly point to make sure all students have left the building. Only after the rolls have been checked can students be dismissed before further instructions are provided.

Students MUST assemble at the assembly point and must NOT go home.

Do not re-enter the building (or allow other students to re-enter the building) until a fire safety **Warden** permits you to do so.

Campus and Classroom Rules

The following are not permitted on campus:

- Alcohol;
- Chewing gum;
- Drugs;
- Firearms and knives;
- Smoking or vaping anywhere on campus (including lift, stairwells, common room and foyer).

The following are not permitted in the computer lab and classroom:

- Food and drink;
- Using mobile phones.

As there are a diverse group of people that make up the student body all students and staff are asked to be aware of the following:

- Be aware of other cultures;
- Be respectful of other people’s personal space;
- Do not leave valuables unattended;

	<ul style="list-style-type: none"> • Do not play loud music or cause disruptive noise; • Please maintain personal hygiene; • Respect others and their personal space; • Do not loiter; • Wash your hands after using the men's or ladies room. <p>In the computer lab and classrooms please adhere to the following:</p> <ul style="list-style-type: none"> • Do not write on the classroom desks; • Do not consume food or drink during class time; • Do not chew gum; • Turn off your mobile phone. <p>In order to maximise students' learning, it is important that you:</p> <ul style="list-style-type: none"> • Always respect Magill College Sydney staff; • Follow teacher's instructions; • Participate in the lessons, group activities and assessments; • Respect the culture of other nationalities; • Speak English at all times; • Leave the classroom tidy.
Students Rights and Responsibilities – General Information	<p>Students must comply with ALL their visa requirements and continue to satisfy the criteria for grant of their visa as per student visa condition 8516 as outlined in this handbook and as updated by DHA from time to time. This is particularly important for maintaining satisfactory Course Progress and satisfactory Attendance.</p> <p>In addition to meeting the requirements of your visa, there are a large number of laws and regulations that apply to you as a student whilst studying and living in Australia. The impacts of most of these are discussed in this Student Handbook.</p> <p>Working with others within the College is not a function of the law but rather as existing in a free and amiable study environment. This requires maturity and at times, common sense and understanding. If you have any concerns about how you should act, speak with your Teacher, Principal, or the Administration Manager. Breaching an Australian law for which you could be charged may affect your stay in Australia.</p> <p>Basically, you must recognise the rights of others and respect other cultures.</p>
Students Rights	<p>You have the right to:</p> <ul style="list-style-type: none"> • Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status; • Be free from all forms of intimidation; • Learn in a safe, clean, supportive and cooperative environment; • Express and share ideas and to ask questions; • Have personal property (including computer files and your work) and the College's property protected from damage or other misuse; • Apply to have existing skills and knowledge recognised; • Privacy concerning records containing personal information (subject to other statutory requirements and other agreed uses);

	<ul style="list-style-type: none"> • Be given information about assessment procedures at the beginning of the unit and progressive results as they occur; • Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; • Have any disputes settled in a fair and rational manner; and • Appeal within twenty (20) working days of receiving notification of any intended decision to report you for Unsatisfactory Course Progress and/or Attendance, misconduct, misbehaviour or non-payment of fees, or decision affecting you as a student.
Students Responsibilities	<p>You have the responsibility to treat Magill College Sydney staff and fellow students with respect and fairness. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Following reasonable directions from a member of our staff; • Not behaving in any way that may offend, embarrass or threaten others; • Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances; • Taking care of facilities by not damaging, stealing, modifying or misusing property; • Acting in a safe manner that does not place you or others at risk; • Participate in all assessment tasks as scheduled, honestly and to the best of your ability; • Not to smoke anywhere in the building; and • Not to be under the influence of alcohol or illegal drugs.
Student Support	<p>Magill College Sydney provides a range of student support services to assist students in managing personal, emotional, financial or medical challenges that may impact their studies. Where a student is identified as requiring additional support, they will be referred to the Administration Manager or Financial Accountant for further consultation. The Administration Manager or Financial Accountant will meet with the student to assess their circumstances, provide appropriate guidance and determine whether an external referral is necessary.</p> <p>The Administration Manager will ensure that referrals are relevant to the student's identified needs and may provide assistance with making the initial contact where required. Students may be referred to reputable services such as Lifeline, Beyond Blue, Salvation Army Family Welfare Centres, Mental Health Triage, Anglicare or Kingsway Care. These organisations provide telephone counselling, online support or access to face-to-face counselling options, depending on the student's requirements. In cases involving financial hardship, the Financial Accountant may provide students with relevant financial information, guidance and referrals to external support services specialising in emergency financial assistance or community welfare programs.</p> <p>Students with disabilities or medical conditions who require additional assistance to access or participate fully in their studies and wish to disclose this information to the College will also be referred to the Administration Manager. During this consultation, the Administration Manager will assess the student's individual circumstances, identify appropriate adjustments that can be made to their study or assessment arrangements and refer the student to relevant internal (e.g. Academic Intervention Strategy) or external support services. This process ensures that students with disabilities or medical conditions have equitable access to education and can participate fully in their chosen course of study where reasonable adjustments can be provided. Where appropriate, the Administration Manager will provide practical assistance in helping students make contact with external organisations or programs.</p> <p>Magill College Sydney recognises the importance of addressing the broader wellbeing of students to support academic success. Teachers and staff play an active role in supporting student wellbeing by maintaining regular contact, informally checking on students' progress and providing opportunities for students to raise any issues affecting their study. Early identification of signs of difficulty, such as disengagement, withdrawal or signs of stress,</p>

	<p>enables timely referral to support services. Flexible learning arrangements may be offered, if required, to assist students in balancing their academic commitments with personal responsibilities, particularly in cases of ongoing health or personal issues, within the parameters of the legislative and regulatory rules. They may be referred to the Administration Manager to provide holistic support or guidance and assist students with reasonable support as such.</p> <p>In cases where the student requires critical support due to significant personal, medical or other serious circumstances, Magill College Sydney may undertake a formal review of the student's enrolment status. This review will consider the most suitable options to support the student's wellbeing and academic progress, which may include the possibility of deferment or postponement of their course. Such measures aim to provide the student with the necessary time and space to address their circumstances, ensuring they can return to their studies when they are better able to fully engage and succeed. Decisions regarding deferment or course postponement will be made in consultation with the student and education agent (if applicable) and relevant staff to ensure that any arrangements are appropriate and clearly communicated.</p> <p>Through this structured approach, Magill College Sydney aims to ensure that students are appropriately supported both academically and personally throughout their enrolment.</p>
Discrimination, Harassment, Bullying and Victimisation	<p>Magill College Sydney believes that staff and students are the College's most valuable assets. It is well recognised that ignoring workplace discrimination, harassment, or what some might regard as bullying, can have serious consequences. Given that Magill College Sydney seeks to attract and retain talented employees from all backgrounds and to maintain enhanced workplace morale, we are determined to provide a workplace free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.</p> <p>The NSW Anti-Discrimination Board defines harassment as any type of behaviour that the other person does not want and does not return. Harassment is unwelcome, unsolicited and non-reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical. Regardless of the form it takes, the distress caused to the victim can be the same.</p> <p>This may include harassment because of age, race, sex, physical features, pregnancy or potential pregnancy, breast feeding, marital status, homosexuality or gender identity, parent or carers' responsibility, national origin, religious affiliation, physical, psychiatric or intellectual disability, handicap or impairment and/or association with a person who is identified by reference to any of the above attributes.</p> <p>Bullying refers to something that prevents some individuals experiencing the rights to a safe learning environment. It occurs when people use power wrongly and when a victim receives repeated threats or actions that are unwanted from an individual or group possessing more power. Bullying is violent behaviour because the victim is intentionally and frequently caused pain and misery by the bully. This may be through physical acts (pushing, punching etc.) or verbal abuse (name-calling, insults, ridicule, gossip, rumours or lies) or other actions that are deliberately used to cause pain, hurt and humiliation.</p> <p>Commonwealth and State legislation refers to victimisation as a situation where a person is threatened because they are making or proposing to make a complaint under the Australian Human Rights Commission Act 1986 or the NSW Anti-Discrimination Act 1977.</p>

	<p>Victimisation is unacceptable and will not be tolerated. Magill College Sydney will not allow a person making a complaint, or assisting in the investigation of a complaint, to be victimised.</p> <p>Magill College Sydney will not tolerate discrimination, harassment, bullying, victimisation or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment.</p>
Sexual Harassment	<p>Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.</p> <p>Some instances of sexual harassment are more obvious than others. The best policy is to always be cautious and be sensitive to the perceptions of others. Behaviour that some people find amusing, may offend others. Some examples of sexual harassment (the following list is by no means exhaustive) are:</p> <ul style="list-style-type: none"> • Persistently asking somebody out, even though they have declined; • Intrusive questioning about a person's private life; • Sending emails containing sexist or racist jokes; • Displaying pornography; and • Deliberately brushing up against or touching somebody.
Steps for dealing with Discrimination, Harassment, Victimisation and Bullying	<ol style="list-style-type: none"> 1. If a student is experiencing discrimination or being harassed, victimised or bullied, by either another student or staff member of this College he/she should indicate to the person(s) involved that he/she objects to this behaviour. It is useful to keep a personal record of such actions or words that were offensive. It is also useful to note anyone who is witness to the incident; Such conduct, when experienced or observed, should be reported immediately to your teacher or anyone you feel comfortable with. 2. If you do not feel comfortable to report this incident to your teacher, then please talk to your Principal <i>and/or any other staff member you feel you can discuss this with</i>, and with whom you feel the most comfortable with. 3. The staff member at their discretion will open a case and take the appropriate step to assist you. Please note that all discrimination, harassment, victimisation and bullying that takes place in Magill College will be recorded and taken very seriously. 4. Any information you give is highly confidential and if <i>you do not wish to identify yourself, and do not wish to take the matter further, the management and staff at Magill College will respect your decision.</i> 5. Students wishing to lodge a complaint regarding discrimination or harassment should contact the Principal and/or the Administration Manager and complete a Complaint Form. They will receive a receipt of acknowledgement within two (2) working days and the appeals process will commence within ten (10) working days from the date of receipt of the complaint. 6. Students have the right to have a witness and/or support person present at any stage of the relevant meetings. 7. If a complaint of discrimination and/or sexual harassment is made it will be investigated promptly, impartially, confidentially and thoroughly. This may include a meeting for information gathering and to provide any relevant documentation or identify potential witness who could support their allegation. 8. The College may arrange a meeting with the respondent to inform them that a complaint has been made against them and what the complaint process involves, including the potential outcomes and available support options, which will be confidential in nature. 9. The Principal and/or the General Manager will assess the investigation and provide an outcome on the basis of all information and evidence provided. The outcome will be communicated to the respondent and complainant individually within twenty (20) working days. Magill College Sydney may apply one or more of the following as applicable, depending on the severity of the case: <ul style="list-style-type: none"> • Give the offending student or a staff member involved an officially warning;

- Require the offending student or a staff member to make a written and/or verbal apology as required by the offended party);
- Require the offending student or a staff member to undergo counselling;
- May face exclusion from entering the campus, suspension or cancellation of enrolment, have conditions imposed on their enrolment, revocation of qualification or Statement of Attainment, or misconduct fee that is proportionate to the breach or damage.
- Disciplinary actions against the staff member such as demotion, transfer, suspension or dismissal and/or
- Other disciplinary action may also be taken.

If the complainant is dissatisfied with the outcome of the Complaint Procedure, or their concerns remain unresolved, he/she has the option to proceed with an appeals process. Please refer to the Appeals section in this Student Handbook or the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.

Students should note that Magill College Sydney has the discretion and authority to forward harassment complaints of sexual nature to POLICE and/or a State or Federal Anti-discrimination organisations. In very serious cases, criminal charges may be laid.

Students participating in Magill College Sydney internal complaint procedures do not forego their right to complain to a State or Federal Anti-discrimination agency, should he/she be dissatisfied with the outcome of the internal procedure.

For further information you can contact the Australian Human Rights Commission on (02) 9284 9600 and check <http://www.humanrights.gov.au> and SafeWork NSW (work health and safety regulation) <https://www.safework.nsw.gov.au/>

All students and staff are expected to participate in the complaint resolution process in good faith and avoid making any frivolous or malicious complaints.

Complaints Procedure

Magill College Sydney seeks to provide learning in a supportive and fair environment with a policy and procedure in place to allow students to lodge a formal complaint or appeal if the matter cannot be resolved informally.

Informal Complaints Resolution Procedures

1. Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned in the appropriate manner to reach a solution agreeable to all parties. Minor issues of concern would also be documented as soon as they are addressed and/or resolved to the satisfaction of all parties concerned.
2. Students may discuss any informal issues related to their course with their Teacher, Principal, the Administration Manager or any other administration staff whom they feel comfortable to discuss the matter with as part of the informal complaints resolution process.
3. The Administration Manager and/or the General Manager will provide students with counselling, if required.
4. Magill College Sydney will use this opportunity to contribute to our continuous improvement strategy and therefore take proactive measures.

Formal Complaints Resolution Procedures

If students cannot resolve a complaint through informal discussions, students may lodge a formal complaint. Where students lodge a formal complaint, they are expected to maintain their enrolment throughout the process and they are informed that they must continue their course and attend all classes while their complaint matter is being considered and finalised. No fee is charged for a student to lodge a complaint. Please refer to the Complaints Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.

1. If the matter is not resolved, students will be given an option to proceed under a formal complaints process as explained below. The initial contact person/counsellor (i.e. the Principal or the Administration Manager) may assist the student with the Complaints Form (if the student requires assistance). This completed form must be submitted to the initial contact person/counsellor either via email (Email: admin@magill.edu.au), in person (during normal business hours – Monday to Friday between 9am and 5pm) or by mail (addressed to: The Administration Manager, Magill College Pty Ltd, Level 4, 695-699 George Street, Haymarket, NSW 2000).
2. Receipt of the completed form will be acknowledged within two (2) working days and the complaints process will commence within ten (10) working days from the date of receipt of the complaint.
3. The complaint will be forwarded to the General Manager and the Principal for review of the matter. Based on the nature of the complaint, the College will determine if the complaint requires further investigation or consultation, or if the matter can be resolved internally.
4. Where the complaint made about or involves allegations about another party, the College is obliged to inform the other party about this complaint and provide them an opportunity to respond and present information in response to the issues raised. When such clarification occurs in a face-to-face interview with the complainant, he/she would have an opportunity to formally present his/her case and he/she has the right to have a witness and/or support person present at any stage of the relevant complaint resolution meetings. Where a complaint is received by the College which involves allegations about alleged criminal conduct, the College may refer the matter to the NSW Police or designated enforcement authority.
5. The General Manager and/or College Principal or his nominee ("the College Representative") will then, if necessary, seek to clarify the issues in the complaint and provide an objective outcome.
6. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the complainant within twenty (20) working days, including the outcomes and the reasons for the decision.
7. In straightforward cases, the signed Complaint Form is used as written evidence of the outcome of the complaint including reasons and steps that will be taken to address the complaint. However, in more complex cases, the student will be provided with a written complaints report of the outcome. This report will include the details of any actions and clearly state the reasons for the decision made and it will be provided to the student within twenty (20) working days. If the College Principal considers that more than twenty (20) working days are required, the College Representative will inform the complainant in writing, including reasons why more than twenty (20) working days are required, and maintain regular fortnightly contact with the complainant including to explain any further delays.
8. The College will retain the records relating to the complaint matter and all communication securely and confidentially to protect the privacy of the complainants and the respondent.

Appeals Procedure

Internal Appeals Resolution Procedure

The appeals procedure may be submitted by a student where Magill College Sydney has made a decision that is relevant to the student, or which affects the student in some way. Where the College makes a decision which does not relate to or affect a student, the student is not eligible to appeal the decision. Where students lodge a formal appeal, they are expected to maintain their enrolment throughout the process, and they are informed that they must continue their course and attend all classes while their complaint matter is being considered and finalised. No fee is charged for a student to lodge an appeal. Please refer to the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.

1. If the complainant is dissatisfied with the outcome of the Complaint Procedure, or their concerns remain unresolved, he/she has the option to proceed with an appeals process. The Administration Manager may assist the student with the Student Appeals Form, if the student requires assistance. This form must be submitted to the Administration Manager either via email (Email: admin@magill.edu.au), in person (during normal business hours – Monday to Friday between 9am and 5pm) or by mail (addressed to: The Administration Manager, Magill

College Sydney, Level 4, 695-699 George Street, Haymarket, NSW 2000). Please note that an official appeal must be received by the College within 28 calendar days of the decision or finding being informed to the person.

2. Receipt of the completed form will be acknowledged within two (2) working days and the appeals process will commence within ten (10) working days from the date of receipt of the complaint.
3. The appeal is referred to the General Manager and/or the College Principal where it will be reviewed and determined if the appeal requires further investigation or consultation. When such clarification occurs in a face-to-face interview with the appellant, they will have an opportunity to formally present their case and has the right to have a witness/support person at any student of the relevant appeal resolution meetings.
4. The College Principal or his nominee ("the College Representative") will then, if necessary, seek to clarify the issues in the appeal and provide an objective outcome.
5. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the appellant within twenty (20) working days, including an outline of the appeal outcomes and the reasons for the decision.
6. In straightforward cases, the signed Appeals Form is used as written evidence of the outcome of the Appeal, including reasons and steps that will be taken to address the Appeal's outcomes. However, in more complex cases, the student will be provided with a written Appeal Report that documents the outcome of the Appeal. This report will include the details of any actions, clearly stating the reasons for the decision made and it will be provided to the Appellant within twenty (20) working days.

External Appeals Resolution Procedure

Depending on the type of complaint, if the appellant is dissatisfied with the outcome of Internal Appeals Resolution Procedure, or their concerns remain unresolved he/she has the option to contact the **Overseas Students Ombudsman** for an external appeal by referring to <https://www.ombudsman.gov.au/about/how-we-can-help-you> or 1300 362 072. Please refer to the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.

In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.

1. If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeal process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE.
2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process. In addition, they must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.

Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our teaching and assessment strategies and are integral to the student's course progression. We customise our training and assessments to meet students' specific needs.

If you are having difficulty with your formative and/or summative assessment, please discuss the matter with your teacher and where possible alternative learning/assessment strategies will be provided to you.

Learner Support

Magill College Sydney provides structured support services to assist students in achieving satisfactory course progress and attendance. Where a student is identified by their Teacher as not progressing in line with course requirements, the student will be referred to the Administration Manager for individualised support planning. The Administration Manager will meet with the student to identify challenges affecting their learning, determine suitable



strategies to address those challenges. Ongoing support meetings will be arranged to review progress and adjust strategies. Training support services can include the following:

- **Time Management and Organisation**

The Administration Manager will assess the student's current time management practices to identify gaps and introduce suitable strategies to improve organisation and planning. Students may be guided in using tools such as Google Calendar or Microsoft To-Do, or suitable paper-based systems where preferred. Where applicable, the Administration Manager and Teacher will work with students to develop structured assessment schedule, breaking larger tasks into smaller components with progress checkpoints.

- **Focus and Concentration Strategies**

Students who experience challenges with concentration will meet with the Administration Manager to review their study environment and daily habits. Practical recommendations will be provided to improve the learning environment, including identifying alternative study spaces where necessary. Follow-up sessions will be conducted to review the effectiveness of these strategies.

- **Alternative Learning Methods**

Students with identified learning difficulties or particular learning preferences will be assessed by the Administration Manager to determine appropriate study strategies for different types of learners (e.g. visual, auditory, kinaesthetic). The Administration Manager may liaise with Teachers to incorporate suitable activities into delivery where appropriate.

- **Technology and Assistive Tools**

Before recommending specific applications or technologies, the Administration Manager will assess each student's technological skills. Recommended applications may include voice-to-text, text-to-voice, translation tools, note-taking software, project management systems, and focus applications. Follow-up sessions will be conducted to address technical issues or provide further assistance.

- **Study and Memory Techniques**

The Administration Manager will evaluate each student's study habits and recommend suitable strategies to strengthen academic performance. The effectiveness of these techniques will be monitored through regular follow-ups, with adjustments made where required based on the student's progress and feedback.

- **Emotional and Motivational Support**

Professional emotional support may be offered where appropriate. Where signs of emotional distress are identified, referrals will be made to external counselling services. The Administration Manager will assist students in building motivation and confidence by acknowledging achievements, providing constructive feedback, and supporting students to set clear, achievable goals. Ongoing monitoring will be conducted to review progress towards these goals.

In addition to counselling and specialist support, students at Magill College Sydney also have access to academic support beyond class time. Teachers are available to provide individualised assistance, and students may seek help or ask questions via the Teams platform within reasonable time window. Where appropriate, teachers may also collaborate with the Administration Manager to coordinate academic support as part of a broader individual support plan.

Assessment	<p>Assessment is the means by which we determine and monitor a student's course progression. Assessment is both formative and summative and takes place throughout the 10-week English level program with the emphasis on mid and end of term points (weeks 5 and 10, respectively).</p> <p>Formative and summative assessments are taken to provide a measurable learning outcome for the progress of individual students. The formal results are used to determine whether a student is ready to move to the next level. By monitoring student progress, students are kept informed of results and progress in meeting individual goals as outlined in a Study Support Plan.</p> <p>For an effective assessment system to assess whether a student has reached an acceptable level or progress further in their studies, some basic principles must be applied. These underlying principles of assessment include validity, authenticity, reliability, consistency, sufficiency, and flexibility which are clearly included in the ELICOS curriculum.</p> <p>Students are notified in advance of examination dates and times by the teacher responsible for the formative and summative assessments.</p>
Reassessment Procedure	<p>Students who have previously attempted an assessment may be eligible to apply for reassessment under specific conditions. It is important to note that failing any assessments may place a student at risk of unsatisfactory course progress (refer to Satisfactory Course Progress section).</p> <p>To be eligible for a reassessment, students must meet with the Administration Manager to review their academic progress and relevant circumstances. A reassessment test may be provided to the student as liaised with their Teacher.</p> <p>The College will take into consideration any compassionate or compelling circumstances, including but not limited to, serious illness or injury supported by a medical certificate stating that the student is unable to attend classes, the bereavement of a close family member (with supporting documentation), a natural disaster or political upheaval in the student's home country requiring emergency travel, or a traumatic experience such as being the victim of or witnessing a serious accident or crime. Supporting documentation must be submitted to the College along with a written explanation. This policy ensures students are given fair and reasonable opportunities to demonstrate competence</p> <p>If a student fails to provide valid or compelling reason, they may be issued with a formal warning letter and a reassessment fee may apply. Please refer to the Satisfactory Course Progress section for further details. For more information, please refer to the Other Fees section on our website at www.magill.edu.au.</p>
Late Assessment Procedure	<p>Students who do not attend for assessment on the scheduled date assigned by the Teacher may be eligible to apply for late assessment under specific conditions. It is important to note that failing any assessments may place a student at risk of unsatisfactory course progress (refer to Satisfactory Course Progress section).</p> <p>To be eligible for late assessment, students must meet with the Administration Manager to review their academic progress and relevant circumstances. A late assessment test may be provided to the student as liaised with their Teacher.</p> <p>The College will take into consideration any compassionate or compelling circumstances, including but not limited to, serious illness or injury supported by a medical certificate stating that the student is unable to attend classes, the</p>

	<p>bereavement of a close family member (with supporting documentation), a natural disaster or political upheaval in the student's home country requiring emergency travel, or a traumatic experience such as being the victim of or witnessing a serious accident or crime. Supporting documentation must be submitted to the College along with a written explanation. This policy ensures students are given fair and reasonable opportunities to demonstrate competence</p> <p>If a student fails to provide valid or compelling reason, they may be issued with a formal warning letter and a late assessment fee may apply. Please refer to the Satisfactory Course Progress section for further details. For more information, please refer to the Other Fees section on our website at www.magill.edu.au.</p>
Cheating and Generative Artificial Intelligence (AI)	<p>The use of generative AI (e.g., ChatGPT or similar AI-based tools) is strictly prohibited in all VET training and assessment activities. Please refer to the instances as to what constitutes inappropriate and appropriate use of AI tools in academic assessments:</p> <p>Inappropriate Use:</p> <ul style="list-style-type: none"> Using AI to generate complete assessment answers or part written response by presenting AI-generated responses as your own work. Relying on AI to answer questions, solve problems or create content that bypasses the opportunity to develop critical thinking or problem-solving skills. Submitting assessments that do not reflect your knowledge, understanding or comprehension. Using AI (e.g. ChatGPT) generated text that contains fabricated, false or made-up source material and references. Using AI to complete research or content without properly acknowledging the original sources. Failing to acknowledge AI-generated content in-text or in the reference list. Using generative AI that is in direct violation of copyright or intellectual property laws For ELICOS students, using generative AI to complete sentences or phrases in the assessment, using generative AI to summarise text (such as newspaper or articles) or translating text from one language to another in the assessment. <p>Appropriate Use:</p> <ul style="list-style-type: none"> When instructed in the assessment question that AI tool is permitted. Using AI to help generate practice quiz for self-testing. Using AI alongside other study strategies to assist learning and revising the subject content. Using AI tools to generate writing prompts on various topics to help practice writing skills and improve vocabulary. Interacting with AI chatbots to have conversations in English for the purpose of practicing listening and speaking skills. Using AI-based speech recognition tools to analyse and provide feedback on pronunciation to improve spoken English skills. Using AI to create mock tests, providing objective evaluation and feedback on English language abilities. <p>Where it is suspected that a student is plagiarising, cheating or using generative AI, the teacher will take note of the conduct. If the cheating is by way of notes, the notes will be confiscated and/or access to facilities may be suspended and the student will be asked to leave the classroom. The student will be advised that they will be deemed a 'Fail' grade in that particular formative or summative assessment.</p>

	<p>A notification may be sent to the student to formally notify them of the failure and further investigate the breaches and likely consequences. If suspicious activity is detected, an incident review will be conducted where the student will be contacted to provide an explanation and verify the authenticity of their work.</p> <p>Evidence confiscated or notes taken by the teacher will be kept in the student file. This is so that if any further instances occur, appropriate disciplinary action may be taken.</p> <p>If there is uncertainty, the teacher will call on the Principal and/or General Manager or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.</p>
Plagiarism	<p>Plagiarism is using and copying someone else's work to complete the assignment, either wholly or partially, and applies to both former and current students. Attempts to disguise such plagiarism by cosmetic changes will be detected and considered as plagiarism. In particular, it is an offence to be in possession of someone else's file or printout, with or without the permission of the owner of that file or printout. Students who permit others to have access to their assignment material are equally guilty of plagiarism.</p> <p>Depending on the severity of the act, plagiarism may fall under misconduct. This includes 'contract cheating' in which a student outsources their work to a third party, whether that is a commercial provider, current or former student, family member or acquaintance, and systematic plagiarism which is the act of repeated plagiarism whether using and copying someone's work to complete the assessment or permitting/colluding with others to access their assessment.</p> <p>Where it is suspected that a student is cheating, the teacher will take note of the conduct. If the cheating is by way of notes, the notes will be confiscated and/or access to facilities may be suspended and the student will be asked to leave the classroom. The student will be advised that they will be deemed a 'Fail' grade in that particular formative or summative assessment.</p> <p>A notification may be sent to the student to formally notify them of the failure and further investigate the breaches and likely consequences. If suspicious activity is detected, an incident review will be conducted where the student will be contacted to provide an explanation and verify the authenticity of their work.</p> <p>Evidence confiscated or notes taken by teacher will be kept in the student file. This is so that if any further instances occur, appropriate disciplinary action may be taken.</p> <p>If there is uncertainty, the teacher will call on the Principal and/or other General Manager or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.</p>
Information Technology	<p>Magill College Sydney provides students with access to computer and communications services in support of its training, assessment delivery and research activities. It is expected that all users exercise responsible, lawful and ethical behaviour when using the computing and communications system, in accordance with other Magill College Sydney policies and not to the detriment of others.</p> <p>To ensure the continued effective and secure operation of Information Technology systems and to prevent the occurrence of error, fraud, defamation, breach of copyright, unlawful discrimination, illegal activity, privacy violations and service interruptions, students are expected to observe the following acceptable use parameters which include, but are not limited to:</p>

- Students must not intentionally create, send or access information that could damage the College's reputation, be misleading or deceptive, result in victimisation or harassment, lead to criminal or civil liability, or be reasonably found to be offensive, discriminatory, obscene, threatening, abusive or defamatory;
- Shall not disclose their login identification or password or any information deemed confidential to any other parties, use the login identification of another user, or attempt to discover any other user's login information;
- Must not introduce malicious software of any type, modify any equipment or software, alter or tamper with any restrictions, or examine, copy, rename, change or delete private programs, files, data, messages or information belonging to the College or any other authorised users;
- Must not intentionally create, download, transmit, distribute, or store any offensive information, data or material that violates Australia or State regulations or laws; and
- Must not use Information Technology systems for commercial activities or profit-making gains, including to solicit goods and services or to offer them to other individuals or groups within the community.

Subject to the approval and at the discretion of the General Manager or other authorised College staff and for compliance with applicable legislation, the College reserves the right to (without notice) identify and respond to any suspected inappropriate activity, such as to:

- Intercept, access, monitor and use electronic communications created, sent or received by users of the systems in any manner determined by the College;
- Monitor the use of any device or terminal associated with the College;
- Inspect, capture, delete or modify any data in any Information Technology systems owned by the College;
- Collect data or statistical information based upon network address, protocol application use or user-based; or
- Apply filtering systems to the network that limits use and activity.

A student who is found to have breached the provisions of this policy or any other relevant student misconduct provisions may be subject to disciplinary action. Inappropriate use of social media that leads to negative perception of the College may also be subject to further investigation and disciplinary action where appropriate. This action may include temporary removal of Information Technology system privileges.

Fairness and Equity

An assessment system and its processes must not disadvantage any student or staff. All eligible students must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with students who have special needs.

To Magill College Sydney these principles of the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential students are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage students;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Students with Special Needs	<p>In line with Magill College Sydney Access and Equity practices, students with “special needs” are offered the same opportunities as any other students. Our programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.</p> <p>As “special needs” extend to more than identified physical or learning difficulties, teacher will need to consider the best approach when dealing with students.</p> <p>This is especially so in relation to assessment because one fundamental principle of an assessment system is that each student must have access to fair and open assessment. Depending on any specification given in the standards, the teacher may be able to accept alternative evidence from a student with special needs.</p> <p>If there is uncertainty, the teacher will call on the Principal and/or General Manager or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.</p>
Use of Personal Information	<p>Information is collected during the student’s enrolment to meet the College obligations under the ESOS Act 2000 and the National Code 2018, and to ensure student compliance with the conditions of the student visa and the student’s obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.</p> <p>Information collected about students during their enrolment can be provided upon written request to the Australian Government Departments (i.e. ASQA, Department of Education and DHA) as well as their successors and, if relevant to the enquiry, the Tuition Protection Service (TPS) Director. In other instances information collected during the student’s period of enrolment can be disclosed without the student’s consent, and where authorised or required by Australian law.</p> <p>Students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Please apply in writing to the Administration Manager using the Document Request Form available at the College Reception if you wish to view your own records.</p>
Releasing and transferring students to another RTO	<p>Transfer and/or release may be considered following a formal application by the student using the Change of Enrolment Request Form with a written statement outlining the reason for their request to be released. Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students (2018) states that the student must apply for a release if they wish to study with another provider in Australia prior to completing the first six months of study in their principal course. Students in this situation should not accept an offer at another institution unless Magill College Sydney has granted release. An application for a release or transfer may be refused when:</p> <ul style="list-style-type: none"> • A letter of offer from another college, university or school has not been presented; • When there are personality issues between an instructor and the student or between students that may be resolved by mediation; • Unacceptable physical or verbal aggression by a student; • When there are outstanding fees due for education training already received;

- When the student has not completed required assessments and is requesting to have a statement of attainment issued;
- The complaints process has not been completed or the appeals process has not commenced;
- Violating any common law (in which case the enrolment may be terminated); and
- Other exceptional circumstances.

Approval for release from Magill College Sydney is not required under the following circumstances:

- The student has been studying in their Principal Course for more than six months; or
- The student does not meet the conditions of their Letter of Offer and therefore cannot commence their course and a suitable alternative course at Magill College Sydney is not available; or
- The student is holding any other kind of temporary residence visa, that is not subject to the National Code.

The process for requesting a release from Magill College Sydney involves the following steps:

- To allow up to 5 working days for the application to be processed, which will begin only after all required documents have been received.
- Magill College Sydney will verify the authenticity of the Letter of Offer issued by the other education institution. The College may also request evidence of deposit payment to the other education institution as evidence of intent to study.
- If the student's request to be released is approved, their Confirmation of Enrolment will be cancelled.
- They will be released and be permitted to enrol into the course of study as provided in the Letter of Offer to Magill College Sydney. Transfers will be recorded in PRISMS stating the date of effect and reason for student's release or its refusal.

The College is no longer required to issue an actual release letter, however it will notify the student of any intentions to refuse transfer requests.

The College will not finalise the refusal in PRISMS until the overseas student has been given an opportunity to access the Appeals process within the twenty (20) working day period, the overseas student has chosen not to access the Complaints and Appeals process, or withdraws from the process, or if the appeal finds in favour of the College.

If a release is granted, it will be at no cost to the student provided no outstanding fees are overdue, and the student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

A cancellation of a Confirmation of Enrolment (CoE) does not mean that the student has been released from the previous registered provider; however after six (6) months from the commencement of the principal course, the student may transfer to another provider without their release.

Extending the duration of student's study

Magill College Sydney may extend the duration of your study where it is clear that you will not complete the course within the expected duration, as specified on the CoE, as the result of:

- (a) Compassionate or compelling circumstances such as illness where a medical certificate states that the student was unable to attend classes;
- (b) Where Magill College Sydney has implemented the intervention strategy for students who were at risk of not meeting satisfactory course progress and attendance; or

	<p>(c) An approved deferment or a temporary suspension of study has been granted.</p> <p>If a student has a question or issue about their student visa they may make an appointment to consult our administration team. Please note Magill College Sydney is not a registered migration consultant/agent and is not permitted to provide information to students wishing to immigrate.</p>
Critical Incidents	<p>Critical Incident (CI) is any traumatic (event) or threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents may include (but are not limited to) events such as:</p> <ul style="list-style-type: none"> • A medical emergency; • A difficult situation; • Severe verbal or psychological aggression; • Natural disaster; • Matters of high risk to personal safety; • Issues such as domestic violence, sexual assault, drug or alcohol abuse <p>The Principal acts as the Head of the CI and as such is responsible for liaising with Police, emergency services and relevant regulatory authorities.</p> <p>For any critical incident your first point of contact is your teacher and/or Principal. If your teacher is not available, please contact the General Manager on ph. (02) 8061 6980 (during business hours) or mob. 0490 056 365 (after hours) to report such incidents.</p> <p>For EMERGENCY SERVICE please call 000.</p>

STAFF DIRECTORY

Administration	admin@magill.edu.au
Admissions	enrolments@magill.edu.au
College Management	general.manager@magill.edu.au
Student Services	studentservices@magill.edu.au
Academic Records	academic.record@magill.edu.au
Finance	finance@magill.edu.au
Peoples Operation	peoplesoperation@magill.edu.au
Marketing	marketing@magill.edu.au
IT and Tech Support	support@magill.edu.au
Media and Events	mediaevent@magill.edu.au
Our main contact number is 02 8061 6980. When you call, you will be directed to the appropriate department based on the nature of your enquiry.	
In the event of a critical incident or urgent situation, please contact Ms Grace KIM (General Manager) on mobile: 0490 056 365.	

COURSE COMPLETION

Graduation	<p>Congratulations – you have finished your course!</p> <p>Your results and course file will be forwarded to the Principal to make sure everything is in order. We will either:</p> <ul style="list-style-type: none"> • Issue a Certificate of Completion or a Statement of Attainment; or • Contact you for further information. <p>For a Certificate of Completion, Magill College Sydney will state:</p> <ul style="list-style-type: none"> • RTO Name and number; • CRICOS Provider number; • CRICOS Course number; • Full name of the student; • Name of Qualification; • English level of completion; • Course start and end dates; • Overall attendance; • Certificate Register number; • Descriptor of grading level and explanation of overall score/grade; • Authorised signature and name of the signatory; • Date on which a Qualification was issued. <p>For a Statement of Attainment, Magill College Sydney will state:</p> <ul style="list-style-type: none"> • RTO Name and number; • CRICOS Provider number; • CRICOS Course number; • Full name of the student; • Name of qualification; • English level of completion; • Course start and end dates; • Overall attendance; • Certificate Register number; • Descriptor of grading level and explanation of overall score/grade; • Authorised signature and name of the signatory; • Date on which a Statement of Attainment was issued. <p>Please note that Magill College Sydney will issue a Certificate of Completion to students who have successfully completed the course enrolled. The Certificate of Completion also refers to partial completion at Magill College Sydney. Partial completion relates to students who have completed less than the total duration of the course as registered in PRISMS. Therefore, partial completion does not mean the student has not completed or unsuccessfully completed their studies. It means the student has completed the studies of less than the registered duration of studies. Therefore, there is no separate certification for partial completion.</p>
Incomplete Qualifications	<p>Magill College Sydney will issue a Statement of Attainment to students who have failed to achieve the necessary requirements to successfully complete the course.</p>
Re-issuing of Qualifications / Statements of Attainment	<p>Please note that re-issuing Qualifications/Statements of Attainment may incur an extra cost. If in the future you need another copy of your qualification or statement of attainment, please send us a written request by post or email. It should state:</p> <ul style="list-style-type: none"> • Your full name (if your name has changed please write both your new name and your name at the time of the course and attached change of name supporting documents);

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	<ul style="list-style-type: none"> • Your date of birth; • Your student number (if applicable); • Your current address (and your address at the time of the course if applicable); • The name of course you completed or partially completed; • The start and finish date of the course; and • Any other details you may have to properly identify yourself. <p>After we review your request, we may either:</p> <ul style="list-style-type: none"> • Send a new Qualification or Statement of Attainment; or • Send you a request for a further clarification / identification of your documents. <p>In accordance with current regulations, all Magill College Sydney records are maintained for a period of 30 years.</p> <p>In the unlikely event that Magill College Sydney ceases to operate, these records will be transferred to the Australian Skills Quality Authority (ASQA), the national regulatory and registering body. Please refer to http://www.asqa.gov.au or phone 1300 701 801 for more information.</p>
Continuous Improvement	<p>Continuous improvement of training and assessment is important for Magill College Sydney's continued success and the College is committed to operate effectively and efficiently in order to meet the needs of clients and stakeholders, especially our students.</p> <p>Magill College Sydney seeks to encourage continuous improvement of our activities from within and also in the industry and create a benchmark for the provision of quality services to our clients.</p> <p>Opportunities for continuous improvement can be identified from varied sources with particular focus on:</p> <ul style="list-style-type: none"> • The collection and analysis of formal and informal feedback from students, teachers and staff; • Complaints from students, staff and internal and external stakeholders; • Consultation within the sector such as industry consultants, stakeholder engagement and community organisations; • Consultation with government agencies and regulatory bodies regarding compliance and quality assurance; • Input from community organisations and support services to address diverse student needs; • Audits against the Standards for Registered Organisations (RTOs) 2025, ELICO Standards 2018 and the National Code 2018 standards; • Assessment moderation and validation; and • External workshops, forums, conferences and internal meetings participation.
Feedback / Evaluation	<p>Magill College Sydney actively seeks students' feedback and regularly undertakes evaluations of all courses and activities for continuous improvement purposes. Students are strongly encouraged to complete the Student Block Evaluation Survey at the end of each Block. These surveys provide essential feedback on the student learning experience and informs the ongoing development of course content, training and assessment methods and student support services.</p> <p>We monitor compliance with the Standards for Registered Training Organisations (RTOs) 2025, comprising the Outcome Standards, Compliance Requirements and Credential Policy, and our policies and procedures through the use of evaluations during and at the completion of courses.</p> <p>Any complaints or deficiencies are documented on appropriate forms to ensure proper follow up action is taken.</p>
<p align="center">Thank you for choosing to study at Magill College Sydney. If you would like any further information please do not hesitate to contact us.</p>	

Appendix A

Intake Calendar	Course Commencement Dates	Course Completion Dates	Course
2025			General English
1	6 January 2025	14 March 2025	
2	13 January 2025	21 March 2025	
3	20 January 2025	28 March 2025	
4	27 January 2025	4 April 2025	
5	3 February 2025	11 April 2025	
6	10 February 2025	22 April 2025	
7	17 February 2025	28 April 2025	
8	24 February 2025	2 May 2025	
9	3 March 2025	9 May 2025	
10	10 March 2025	16 May 2025	
11	17 March 2025	23 May 2025	
12	24 March 2025	30 May 2025	
13	31 March 2025	6 June 2025	
14	7 April 2025	13 June 2025	
15	14 April 2025	20 June 2025	
16	22 April 2025	27 June 2025	
17	28 April 2025	4 July 2025	
18	5 May 2025	11 July 2025	
19	12 May 2025	18 July 2025	
20	19 May 2025	25 July 2025	
21	26 May 2025	1 August 2025	
22	2 June 2025	8 August 2025	
23	9 June 2025	15 August 2025	
24	16 June 2025	22 August 2025	
25	23 June 2025	29 August 2025	
26	30 June 2025	5 September 2025	
27	7 July 2025	12 September 2025	
28	14 July 2025	19 September 2025	
29	21 July 2025	26 September 2025	
30	28 July 2025	3 October 2025	
31	4 August 2025	10 October 2025	
32	11 August 2025	17 October 2025	
33	18 August 2025	24 October 2025	
34	25 August 2025	31 October 2025	
35	1 September 2025	7 November 2025	
36	8 September 2025	14 November 2025	
37	15 September 2025	21 November 2025	
38	22 September 2025	28 November 2025	
39	29 September 2025	5 December 2025	
40	6 October 2025	12 December 2025	
41	13 October 2025	19 December 2025	
42	20 October 2025	9 January 2026	
43	27 October 2025	16 January 2026	
44	3 November 2025	23 January 2026	
45	10 November 2025	30 January 2026	
46	17 November 2025	6 February 2026	
47	24 November 2025	13 February 2026	
48	1 December 2025	20 February 2026	
49	8 December 2025	27 February 2026	
50	15 December 2025	6 March 2026	

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2026

1	5 January 2026	13 March 2026
2	12 January 2026	20 March 2026
3	19 January 2026	27 March 2026
4	27 January 2026	3 April 2026
5	2 February 2026	10 April 2026
6	9 February 2026	17 April 2026
7	16 February 2026	24 April 2026
8	23 February 2026	1 May 2026
9	2 March 2026	8 May 2026
10	9 March 2026	15 May 2026
11	16 March 2026	22 May 2026
12	23 March 2026	29 May 2026
13	30 March 2026	5 June 2026
14	7 April 2026	12 June 2026
15	13 April 2026	19 June 2026
16	20 April 2026	26 June 2026
17	27 April 2026	3 July 2026
18	4 May 2026	10 July 2026
19	11 May 2026	17 July 2026
20	18 May 2026	24 July 2026
21	25 May 2026	31 July 2026
22	1 June 2026	7 August 2026
23	9 June 2026	14 August 2026
24	15 June 2026	21 August 2026
25	22 June 2026	28 August 2026
26	29 June 2026	4 September 2026
27	6 July 2026	11 September 2026
28	13 July 2026	18 September 2026
29	20 July 2026	25 September 2026
30	27 July 2026	2 October 2026
31	3 August 2026	9 October 2026
32	10 August 2026	16 October 2026
33	17 August 2026	23 October 2026
34	24 August 2026	30 October 2026
35	31 August 2026	6 November 2026
36	7 September 2026	13 November 2026
37	14 September 2026	20 November 2026
38	21 September 2026	27 November 2026
39	28 September 2026	4 December 2026
40	6 October 2026	11 December 2026
41	12 October 2026	18 December 2026
42	19 October 2026	8 January 2027
43	26 October 2026	15 January 2027
44	2 November 2026	22 January 2027
45	9 November 2026	29 January 2027
46	16 November 2026	5 February 2027
47	23 November 2026	12 February 2027
48	30 November 2026	19 February 2027
49	7 December 2026	26 February 2027
50	14 December 2026	5 March 2027

General English

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2025 – 2027 Approved Holiday Period

Magill College Sydney will be closed on the following public holidays:

2025: Wednesday 1 January, Monday 27 January, Friday 18 April, Monday 21 April, Monday 9 June, Monday 6 October

2026: Thursday 1 January, Monday 26 January, Monday 6 April, Monday 8 June, Monday 5 October

2027: Friday 1 January, Tuesday 26 January, Friday 26 March, Monday 29 March, Monday 7 June, Monday 4 October

During the Christmas holiday break, Magill College Sydney will be closed from 22 December 2025 until 4 January 2026 inclusive. The last day of classes will be Friday, 20 December 2025 and the first day back will be Monday, 5 January 2026.

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George Street Campus (Head Office):
Level 4, 695-699 George Street,
HAYMARKET NSW 2000



Sussex Street Campus:
Level 4, 388-390 Sussex Street,
SYDNEY NSW 2000

Appendix B

A description of the ESOS framework—providing quality

education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18 (please note all students must be 18 years of age or above to be able to enrol in any of the Magill College courses at the time of course commencement), to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The **Tuition Protection Service (TPS)** is a placement and refund service for international students. The TPS is an Australian Government initiative that assists international students on student visas in the event of an education provider default or a student default. The TPS framework requires that if a provider defaults, they have a legal obligation to either arrange students to continue their studies at an alternative provider; or provide students with a refund on unspent tuition fees. If your education provider fails to meet its obligations to you after a provider default or a student default, the TPS may be able to assist you by:

- find alternative course options for you to continue your studies with another Australian education provider; or
- receive a refund of your unspent tuition fees.

Visit the TPS website for more information, at www.tps.gov.au, in conjunction with your Letter of Offer and Written Agreement outlining the Student Refund and Cancellation Policy.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before you have completed six (6) months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider (i.e. Magill College Sydney)
- inform your education provider if you change your Australian and overseas address, phone number and email address
- maintain satisfactory course progress and attendance
- Abide by the College's Rules and Regulations
- if attendance is recorded for your course, follow your provider's attendance policy, and
- retain a copy of the written Agreement ("*Letter of Offer and Student Agreement*"), as provided by Magill College Sydney, and copies of receipts of any payments of tuition fees or other non-tuition fees made, as applicable.

Contact details:

Who	Why	How
Your education provider	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with your provider • Go to your provider's website <p>For critical incidents, please contact the General Manager on ph. (02) 8061 6980 (during business hours) or mob. 0490 056 365 (after hours)</p>
Department of Education (DoE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • https://internationaleducation.gov.au • ESOS Helpline +61 2 6240 5069
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none"> • www.homeaffairs.gov.au • Phone 131 881 in Australia • Contact the DHA office in your country
Overseas Students Ombudsman (OSO)	Provider complaints about: Refusing admission to a course; Fees and refunds; Course provider transfers; Course progress or attendance if applicable; Cancellation of Enrolment; Accommodation or work arrangement by a provider; and Incorrect advice given by an education agent who has an agreement with a provider.	<ul style="list-style-type: none"> • https://www.ombudsman.gov.au/about/how-we-can-help-you • Overseas Student Ombudsman Phone 1300 362 072 Email ombudsman@ombudsman.gov.au
Australian Skills Quality Authority (ASQA)	Access student records Obligations as a student and provider Provider complaints: Quality and integrity of training	<ul style="list-style-type: none"> • https://www.asqa.gov.au/students/how-asqa-can-help-students • Phone 1300 701 801 • Postal: Australian Skills Quality Authority GPO Box 9928 Brisbane QLD 4001

Additional Relevant Legislation

A range of legislation is applicable to all staff and students. Information on any additional relevant legislation can be found at the following websites:

SafeWork	www.safework.nsw.gov.au
ASQA	www.asqa.gov.au
EO	www.justice.nsw.gov.au
Privacy	www.oaic.gov.au

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Work Health and Safety Act 2011
 Standards for Registered Training Organisations (RTOs) 2015
 ELICOS Standards 2018
 NSW Anti-Discrimination Act 1977
 Privacy Act 1988
 Any other legislation or regulations identified as relevant to the Registered Training Organisation

Emergency services

Police/Fire/Ambulance: Ph. 000
 SES assistance in floods and storms: Ph. 132 500
 Mental Health Support: Ph. 13 11 14 (if life is in danger call Ph. 000)
 Domestic Violence: Ph. 1800 65 64 63
 Day Street, Sydney City, Police Station: Ph. 02 9265 6499 (for non-emergencies)
 St Vincent's Hospital: Ph. (02) 8382 1111
 Sydney Children's Hospital (for student's dependants): Ph. (02) 9382 1111

Appendix C

Monitoring Course Progress Policy

1. Policy:

- 1.1 Magill College Sydney is committed to ensuring that all students are supported throughout their course of study to assist them to achieve the qualification for which they have enrolled and to ensure they comply with government legislation regarding academic Course Progress.
- 1.2 All international students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory Course Progress, which requires an overseas student to achieve 50% or more in a macro skill assessment result in any of the formative or summative assessment, and the current overall score being 60% or more.
- 1.3 Magill College Sydney will identify, notify, review the student's course involvement, and provide an Academic Intervention Strategy (AIS), counselling, implement and monitor an intervention strategy in relation to students who are at risk of failing to meet course requirements (i.e. Students who do not achieve 50% in a macro skill assessment result in any of the formative or summative assessment, and the current overall score being less than 60%) in the same level twice or more.
- 1.4 The First Unsatisfactory Course Progress Letter and Second Unsatisfactory Course Progress Letter will be provided to the student by e-mail to the student's registered contact details.
- 1.5 Upon issuance of the Unsatisfactory Course Progress, the student will be required to contact the Administration Officer to:
 - a. have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager);
 - b. have an opportunity to explain their current situation;
 - c. complete or modify the Academic Intervention Strategy Form;
 - d. be informed of their current course progress and requirement;
 - e. be informed of the consequences of not meeting the course progress requirements; and
 - f. be informed of the consequences and implications of not meeting their visa requirements.
- 1.6 The Notice of Intention to Report Letter will be provided to an overseas student by e-mail and delivered by post to the student's registered contact details when the student has failed to meet the course progress requirements (i.e. overall academic score of 60%, with no individual overall score of less than 50% for each macro skill assessment result) in the same level twice or more. Magill College Sydney will notify the student in writing of its intention to report the student to the Secretary of the Department of Education (DoE) through PRISMS after the prescribed 20 working days for Unsatisfactory Course Progress. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled.
- 1.7 If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved, they will have the option to contact the Overseas Students Ombudsman for an external appeal by referring to <https://www.ombudsman.gov.au/about/how-we-can-help-you> or calling 1300 362 072. Please refer to the Appeals Handling Policies and Procedures available on our website (www.magill.edu.au), from reception (Level 4, 695-699 George Street, Haymarket NSW 2000) or via an email request (admin@magill.edu.au).
- 1.8 If the appellant decides to proceed with an external appeal, they must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. They must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.

- 1.9 Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.
- 1.10 If a student chooses not to access the internal appeals process within twenty (20) working days, withdraws from the process, or the process is completed and a decision supports Magill College Sydney's initial determination with the appeals process fully exhausted, the College Principal or delegate will notify the Secretary of Department of Education (DoE) via PRISMS that the student has not achieved satisfactory Course Progress as soon as practicable.

2. Purpose:

The purpose of this policy and procedure is to ensure that students abide by Magill College Sydney's requirements and the National Code 2018 as per standard 8 – Overseas student visa requirements. Magill College Sydney is required to notify and counsel students who are at risk of not meeting academic requirements.

3. Scope:

This policy applies to all international students and acts to ensure that all staff at Magill College Sydney are aware of this policy.

Appendix D

Monitoring Attendance Policy

1. Policy:

- 1.1 Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs.
- 1.2 All international students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory attendance, which requires student visa holders to be enrolled in a full-time course of study and achieve satisfactory attendance through 20 contact face-to-face hours per week.
- 1.3 Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs. Attendance calculation will be based on the course duration stated on the student's CoE. Students who have been absent for more than five (5) consecutive days without approval or where students are at risk of not attending for at least 80% of the scheduled course contact hours for the length of their Confirmation of Enrolment (CoE) which they are enrolled will be issued with an attendance warning letter and a counselling session will be arranged with the Administration Manager.
- 1.4 The First Attendance Warning Letter and Second Attendance Warning Letter will be provided to the student by e-mail to the student's registered contact details.
- 1.5 An overseas student will receive their First Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 90%.
- 1.6 Moreover, an overseas student will receive their Second Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 85%.
- 1.7 Upon issuance of the Attendance Warning Letter, the student will be required to contact the Administration Officer to:
 - have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager);
 - have an opportunity to explain their current situation;
 - be informed of their overall attendance;
 - be informed of their current attendance;
 - be informed of the consequences of not meeting the attendance requirements; and
 - be informed of the consequences and implications of not meeting their visa requirements.
- 1.8 If a student fails to meet satisfactory attendance, Magill College Sydney will notify the student in writing of its intention to report the student to the Secretary of the Department of Education (DoE) through PRISMS after the prescribed 20 working days for Unsatisfactory Attendance. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled.
- 1.9 If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against Magill College Sydney's decision. They must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. A student may appeal if they believe one or more of the following has happened:
 - Magill College Sydney has not recorded or calculated student attendance correctly;
 - There are compassionate or compelling reasons which have contributed to the student's unsatisfactory attendance;
 - Magill College Sydney has not implemented the intervention strategy in accordance with our documented policies and procedures;

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- Magill College Sydney has not implemented other policies which may impact upon the students' attendance; or
- Magill College Sydney has not made the College's Attendance policy available to students.

- 3.1 If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved, they will have the option to contact the Overseas Students Ombudsman for an external appeal by referring to <https://www.ombudsman.gov.au/about/how-we-can-help-you> or calling 1300 362 072. Please refer to the Appeals Handling Policies and Procedures available on our website (www.magill.edu.au), from reception (Level 4, 695-699 George Street, Haymarket NSW 2000) or via an email request (admin@magill.edu.au).
- 3.2 If the appellant decides to proceed with an external appeal, they must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. They must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.
- 3.3 Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.
- 3.4 If a student chooses not to access the internal appeals process within twenty (20) working days, withdraws from the process, or the process is completed and a decision supports Magill College Sydney's initial determination with the appeals process fully exhausted, the College Principal or delegate will notify the Secretary of Department of Education (DoE) via PRISMS that the student has not achieved satisfactory attendance as soon as practicable.

2. Purpose:

The purpose of this policy and procedure is to ensure that students abide by Magill College Sydney's requirements and the National Code 2018 as per standard 8 – Overseas student visa requirements. Magill College Sydney is required to notify and counsel students who are at risk of not meeting attendance requirements.

3. Scope:

This policy applies to all international students and acts to ensure that all staff at Magill College Sydney are aware of this policy.

Appendix E

Acknowledgement Declaration

I, _____ hereby acknowledge that I have attended the orientation program for new students and that I am aware of Magill College Sydney policies and procedures, rules and regulations. I confirm that I received and read the contents of this Student Handbook prior to commencing in the course.

Student ID number:	
Student full name:	
Student signature:	
Date:	

I further acknowledge and agree that relevant Australian Government departments (i.e. ASQA, Department of Education (DoE) and Department of Home Affairs (DHA)) administering the ESOS framework may access all of the information that has been maintained by Magill College Sydney.

Please note this and other information may also be provided to the Tuition Protection Services (TPS) Director in relation to administering the ESOS Act 2000, the National Code 2018 and/or the Migration Act (as amended).