CHANGE THE COURSE OF YOUR LIFE
Welcome

Congratulations on choosing to study at Strategix International College (RTO# 31418). This student handbook will help you to prepare yourselves to begin that study. It contains important information about the College, your studies and what you can expect as an overseas student in Australia and in Brisbane in particular.

We hope that you enjoy your time at Strategix and have a successful study experience. Remember that your time will be that much more enjoyable and rewarding if you immerse yourself in the local culture, practice and use your English as often as possible and get out and make new friends. We are here to support and encourage you but it is your attitude to the experience that will ultimately make your time here memorable.

Please take some time to read this Handbook and do not hesitate to contact the college or your trainer directly should you have any questions regarding your time in Australia.

CONTENTS

Location........................................................................................................................................................................4
Campus ........................................................................................................................................................................6
Courses Offered ...........................................................................................................................................................7
How Does a Student Apply? .........................................................................................................................................8
Safety ...........................................................................................................................................................................9
Banks and Transport ..................................................................................................................................................10
Accommodation..........................................................................................................................................................11
International Student Support Services......................................................................................................................12
Airport Pickup Service / Overseas Student Health Cover ..........................................................................................13
Visa Requirements / Privacy Policy............................................................................................................................14
Student Fee Schedule................................................................................................................................................15
Transfer Between Registered Providers Policy ...........................................................................................................16
Student Attendance Policy .........................................................................................................................................18
Refund Policy .............................................................................................................................................................20
Student Conduct Policy and Procedure ....................................................................................................................21
Complaints / Deferment Policy ...................................................................................................................................23

+61 7 3207 9950
Strategix International College campus is located in Logan, South of Brisbane, capital of the state of Queensland, in Australia. Brisbane is one of the fastest growing and most exciting cities in the world.

In 2014 the Lonely Planet Guide named Brisbane the ‘Hippest City’ in the world and then in 2015 Rough Guides followed by saying that Brisbane was more beautiful than Kyoto, Seville or Rio and ranked it 8th ‘most beautiful city in the world’!

Everyone acknowledges that Brisbane is beautiful, hip and happening but the secret joy of Brisbane is the climate, with residents being able to enjoy year long, comfortable temperatures that average 15°C in the winter (July) and 26°C in the summer (January), with 11 hours of sunshine each day the average.

Getting around the city is fun, with the excellent public transport system making it easy to get to where you want to be; whether it be the college itself, your living accommodation or your work. The nightlife is outstanding with various venues providing an exciting mix of music, culture and live entertainment as well as numerous excellent bars, restaurants and nightclubs.
Within one hour’s drive of our campus in Logan are the famous surf beaches and entertainment centres of the Gold Coast, with various theme parks waiting to be enjoyed; to the north, the tranquil green pastures and volcanic mountains of the Sunshine Coast Hinterland and pristine beaches of Mooloolaba and Noosa, with the world heritage listed Fraser Island (the largest sand island in the world) only a few hours drive away.

Whether it is the excitement of worldclass theme parks that you crave or the wonder and awe inspiring experience of whale watching, surfing, diving and snorkeling in the beautiful Coral Sea that you require, it is all available within a short distance of your Brisbane home, with wonderful restaurants, cultural events and sports events waiting to be enjoyed.

Finally, a short flight from Brisbane airport and you are within reach of the Great Barrier Reef off Australia’s north-east coastline – an experience everyone should undergo at least once in their lifetime!

The Economist: Brisbane placed in the ‘Top 20 Most Livable Cities in the World’ for the first time in 2016

Lonely Planet 2016: “Booming Brisbane is an energetic river town on the way up, with an edgy arts scene, pumping nightlife and great coffee restaurants.”

Rough Guides 2016: “Brisbane is a relaxed city with a lively social scene and good work possibilities.”

The cost of living in Australia can be expensive, particularly in the southern cities of Sydney and Melbourne. Although Brisbane is cheaper than other capital cities in Australia it can still be seen as expensive when you are coming from overseas. Therefore, budgeting carefully is critical to life in Australia.

Below is a rough idea of what it may cost to live in Brisbane each week:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation/Rent</td>
<td>$110-$200 per week</td>
</tr>
<tr>
<td>Meals and food</td>
<td>$80 per week</td>
</tr>
<tr>
<td>Transport</td>
<td>$30 per week</td>
</tr>
<tr>
<td>Phone and Internet</td>
<td>$20</td>
</tr>
<tr>
<td>Useful website</td>
<td><a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a></td>
</tr>
</tbody>
</table>
Campus

Our campus is located in Logan in the South of Brisbane. The campus itself was built in 2015 and is a state of the art building with excellent facilities including free internet access throughout, air conditioned classrooms, computer rooms, library, kitchen and chill out areas for students with an outside balcony set amongst the gum trees which is a wonderful area for relaxing or if you need some quiet time away from others.

There is free parking on site on a ‘first come first served’ basis, with further free parking available immediately outside the campus.

The campus is located close to the Pacific Highway route out of Brisbane CBD, which means ease of travelling to and from the CBD by car should you need it, with bus stops and public transport also close by.

Finally also close by is the Hyperdome shopping center for all of your shopping needs.

See https://www.hyperdomeshopping.com.au/whats-on/events.aspx for more info
Strategix International College offers a wide range of courses from basic English, through to Diplomas. Below is a list of the courses offered to international students, along with the duration of the course, how they are delivered and the entry requirements.

### Courses Offered

<table>
<thead>
<tr>
<th>COURSE</th>
<th>PRE-REQUISITES</th>
<th>DURATION</th>
<th>DELIVERY METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>English Courses:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Starter General English</td>
<td>Elementary general English is open to all students. A written test will identify student ability to take part in other English courses.</td>
<td>All English courses are 12 weeks long</td>
<td>Classroom based, 5 days per week at 4 hours per day – total 20 hours per week. Classes run either 8.30am-12.30pm with allotted breaks or 1.00pm to 5.00pm with allotted breaks.</td>
</tr>
<tr>
<td>• Elementary general English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Pre-Intermediate general English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Intermediate General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Upper Intermediate General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Advanced General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• IELTS Foundation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• IELTS Advanced</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Business and Management:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BSB50215 Diploma of Business</strong>&lt;br&gt;CRICOS Code XXXXXXX</td>
<td>Level 5.5 English</td>
<td>6 Months</td>
<td>Full time, classroom based for two days per week plus a tutorial period on Friday (total 20 hours of classroom training), plus minimum expected online research of 5 hours per week. Classes run from 9.00am in the morning till 5.00pm in the afternoon with allotted breaks and lunch between 12.00pm and 12.30pm.</td>
</tr>
<tr>
<td><strong>BSB51915 Diploma of Leadership and Management</strong>&lt;br&gt;CRICOS Code XXXXXXX</td>
<td>Level 5.5 English</td>
<td>9 Months</td>
<td></td>
</tr>
<tr>
<td><strong>BSB30415 Certificate III in Business Administration</strong>&lt;br&gt;CRICOS Code XXXXXXX</td>
<td>Level 4 English</td>
<td>12 weeks</td>
<td>Full time, classroom based, 2 days per week (9.00am till 5.00pm with regular breaks and .5 hour for lunch between 12.00pm and 12.30pm); plus tutorials all day on Friday. Total classroom teaching time 20 hours.</td>
</tr>
</tbody>
</table>
How Does a Student Apply

As an international student you can apply directly to Strategix International College through our website www.strategix.com.au. To find the forms click ‘International Students’ on the drop down menu and then ‘Enrolments’.

Alternatively, you can use a local agent to facilitate your application. A list of agents that Strategix International College works with is available on our website under ‘International Agents’ or you can choose to use your own. Agents in your local market are able to assist you in applying for your course and can help with your student visa application as well as give advice on your choice of college in Australia as a country to study in and may also give help and advice on travel arrangements and finding accommodation.

Please note that Strategix International College does not accept overseas students under the age of 18.

Prior to applying to study in Australia with Strategix International College you should undertake an Academic IELTS test (International English Language Testing System) in your local market. This will measure your English proficiency. Please ensure it is the academic test you undertake.

If you are looking to study at Diploma level with Strategix International College you must score not less than a 5.5 (overall band score) in your test.

If your English language proficiency does not yet meet the standard for Diploma level, Strategix International College does provide training to help bring your abilities up through our English Language Department as part of our ELICOS training (English Language Intensive Courses for Overseas Students).

Check our website (www.strategix.edu.au) or speak with the academic enrolment team for further information on entry requirements into our courses and for support with English skills. But please note there are no academic requirements to study a General English program at Strategix in Australia.
Australia is one of the safest countries in the world but regardless we must look out for ourselves and each other and take simple, sensible measures to make sure we stay safe.

When you are out it is advisable to carry your mobile phone with you at all times so that should you get into difficulties you can telephone someone to help you. Have the numbers for friends and the college programmed into your telephone for easy access.

The number for the emergency services is ‘000’ in the unlikely event that you should need to contact them. When you are going out alone you should let your friends or flat mates know where you are going and what time you are expected back. If you do go out at night, try and go out with a friend or group of friends whenever possible and keep each other safe.

In nightclubs and pubs be careful what you drink and be aware that it has been known for people to ‘spike’ drinks (put drugs in drinks), so be vigilant regarding your glass and the glasses of your friends as well. If you begin to feel ‘odd’ or disoriented, then report this to your friend or to the bar people or security in the club – do not attempt to go home alone.

When you do go out, do not carry large amounts of cash and try and keep your valuable documents such as passports in a safe place at home.

Finally, never accept a car ride from strangers and never hitchhike.
Banks

Banks are generally open during business hours Monday to Friday:

9.30am – 4pm Monday - Thursday
9.30am – 5pm Friday

Most banks do not open at weekends (Saturday or Sunday)

There are many ATMs (Automatic Teller Machines) which are available 24 hours a day, 7 days a week.

Beware that if you use the ATM of another bank which is not your own to withdraw cash, there is often a charge made against your account – normally in the region of A$2 per transaction.

Transport

Brisbane has an excellent system of public transport – particularly buses. These run on their own road system in the city and are often the best and quickest way to get around town. In Queensland there is a public electronic ticketing system called ‘Go Card’. These cards can be purchased from newsagents or from railway stations and can be used for all forms of public transport (train, bus and ferry on the Brisbane River).

If you do not have a Go Card, it is possible to buy single tickets as you board the bus, ferry or in the train station. If you are planning to pay for single journeys as you board the Bus please make sure that you have sufficient change to pay the bus driver as you board. Bus drivers do not appreciate people boarding with large denomination bills which they then ask to be changed.

A useful website for timetables and fare rates is: www.transinfo.qld.gov.au

ITS YOUR MOVE
There are a variety of accommodation options for international students in Brisbane that are relatively affordable when compared to the other Australian capital cities. From simple short term hostels to specifically designed student accommodation, the prices for these rooms can vary from about $100 per week per person for a very basic, shared room in a hostel which will be convenient and provide a safe and friendly service, all the way up to several hundreds of dollars per week for a single bedroom or room in a two-bedroom apartment in a specific designed, student block.

Below are some useful websites for you to explore, for student accommodation close to and convenient for Strategix International College. Note that although there are literally thousands of rooms available across Brisbane, there is quite high demand for these rooms from students and so it is advisable to plan well in advance of your travel dates if you wish to get your preferred living location and accommodation:

- http://www.unaccom.com
- http://au.easyroommate.com

On top of these private rental possibilities there is also an established and safe Homestay program running in Queensland. The price for Homestay can vary from $150 to $250 per week and is dependent on what the Homestay family offer and what you expect/desire. Please note that Homestay accommodation is often not located close to the college, since they are private family homes and may involve longer journeys on public transport to get to and from your place of study. This type of accommodation normally includes:

- A single bedroom, with facilities to store clothes and books and possibly a desk.
- Up to three meals a day depending on the family you are staying with
- A wonderful opportunity to live and interact with an Australia family, practice your English and take on board the culture
- Reasonable use of other facilities in the household but may NOT include telephone charges, internet access and provision of personal items such as toiletries and laundry.

To investigate Homestay accommodation, check out these useful websites recommended by the Queensland Government or call our enrolment office for help:

- http://www.homestaynetwork.org
- http://asap-biz.com
International Student Support Services

At Strategix International College your well-being and safety is our biggest priority. There will always be someone available for you, to contact and talk to and turn to for help. We will always make our best efforts to ensure that your transition from your home country to Australia is as smooth and supported as possible. Once a member of the Strategix International College community you will have access to student support services for your time whilst enrolled in the college. These services are designed to help resolve issues which may stand in the way of you successfully completing your course, these services include free access to our trained and experienced Counselling advisors should you require it.

Student Support Services can be reached on 32079950 and include:

- Counselling, which is confidential and appropriate, carried out by a qualified, trained professional
- Academic support
- Emergency and health related support
- An orientation program and induction program to help you acclimatise to your new location
- Career and further education pathway advice and support
- Internal systems and technical support
- Administration support
- Cultural support and education including language and communication
- Employment seeking advice and support

As well as Strategix International College support services being available to you, in Brisbane there is a dedicated non-Government support agency for international students based in South Bank. The Brisbane Student Hub is a free, welcoming support service for international students offering independent advice on healthcare, employment, budget management, legal services and more as well as linking students to events and activities. Their web site is: http://edgeqld.org.au/resources/nda-brisbane-student-hub/

There are further support services provided free of charge advice and help, provided either by the Australian Government or through Non-Government Organisations. The below contact details may be of use to you whilst you stay in Australia:

<table>
<thead>
<tr>
<th>Contact Details</th>
<th>Service Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td>000  Life threatening situations, such as a car crash or a fire.</td>
</tr>
<tr>
<td><strong>Local Police (non urgent matters)</strong></td>
<td>Call 131 444</td>
</tr>
<tr>
<td><strong>Lifeline</strong></td>
<td>13 11 14</td>
</tr>
<tr>
<td><strong>Kids Helpline</strong></td>
<td>1800 551 800</td>
</tr>
<tr>
<td><strong>Poison Information Centre</strong></td>
<td>131 126</td>
</tr>
<tr>
<td><strong>Sexual Assault Counseling Service</strong></td>
<td>Search online for 'rape crisis centre' in your home state</td>
</tr>
</tbody>
</table>
Airport Pickup Service

Strategix International College is happy to organize an airport pickup or drop off should you require it. A standard charge of $130 is made for this chauffeured service which will pick you up from, or deliver you to Brisbane International Airport, located about a 30 minute drive from our campus in Logan.

Non work hour (9am – 5pm) pick ups and drop offs may incur an additional charge.

Group bookings can be made on request.

Please contact student support on 3207 9950 to arrange your service.

Overseas Student Health Cover (OSHC Insurance)

All international students studying in Australia must have Health Insurance Cover whilst they reside in Australia as part of their visa requirements. The cost of Health insurance in Australia will vary according to provider and the level of cover.

Once accepted into your course and provided with your Confirmation of Enrolment you can speak with our enrolments department who will be able to provide you with the details of insurance companies that we regularly deal with who will help organise cover. If organised through our enrolments office, the fees for this insurance cover can then be added to your course fees. Alternatively, you could investigate options yourself. A useful website that may help you is www.oshcaustralia.com.au. If you organise the insurance cover yourself then you will be responsible for the payments and Strategix International College will require you to provide us with a certificate demonstrating cover prior to commencement of your studies.

OSHC insurance is designed to cover you for up to 100% of the fees for most medical services in Australian Hospitals and for emergency ambulance. Students may wish to take out additional insurance coverage for dental services, Chinese medicines or alternative therapies.

Please note that it is a breach of your student visa requirements to not have OSHC insurance for the duration of your studies in Australia.
Visa Requirements

As an overseas student studying in Australia you must satisfy the requirements of your student visa.

This includes but is not limited to:
- Maintaining your overseas health insurance cover
- Payment of all course fees as they become due and maintaining your financial viability
- Maintaining satisfactory course progress
- Informing Strategix International College of any change of address or contact details whilst you are studying with the college
- Maintaining attendance in line with SIC Student Attendance Policy
- Not working more than 40 hours per fortnight whilst study is in session and full time during semester breaks

Please note that should Strategix International College become aware of any breaches of the requirements of your visa it is required to notify the Secretary of DET (Department of Education and Training) of the said breaches. In certain cases, this may lead to the student having their visa cancelled and having to leave Australia.

Privacy Policy

We are committed to protecting your right to privacy.

- We will only collect personal information from you if it is necessary to fulfill the function of the organisation, and will only use such information for the primary purpose for which it was provided. We will not use this information for any other purpose without your consent. The information will be kept confidential, but may be given to different departments within our college for processing and use. We do not collect sensitive information about individuals. We will inform you of the reason for collection, who if anyone the information will be disclosed to and your rights to access your information held by Strategix International College.

- We will take reasonable steps to protect all personal information from misuse, loss, unauthorised access, modification or disclosure. We employ appropriate computer hardware and software systems for the protection of your information.

- We will also take reasonable steps to destroy or de-identify personal information which is no longer needed.

- Information about you will not be given to third parties unless otherwise stated or with your permission. We will forward information provided by students to government departments and agencies if required to do so under Australian law (particularly under the ESOS Act) or as part of our CRICOS, ELICOS and VET registration. This is made clear to all students on or before enrolment.

- We will endeavour to ensure that the personal information we hold is accurate, complete and up-to-date.

- Students may request access to and correction of their personal data held by our college.

- We will transfer personal information to a person or organisation outside Australia only in limited circumstances, such as where it is reasonable to believe that the recipient of the information is governed by comparative privacy laws, or that the individual whose personal information is being transferred consents to its transfer.

- We may wish to use information provided by students in order to market particular products or services, for data collection required by governing bodies, strategic planning and auditing purposes.

- We will only market products or services to people who have agreed that such information may be sent to them. Furthermore, we may occasionally wish to use images of students to market the college or particular products and services. In this instance we will only use images of individual students with their written permission.

Important: Students should promptly advise us of any change in their contact details. Wherever possible we will send notices (including notices of intention to report for visa breaches) to students via email to speed up communication. For this reason it is essential that we have your correct and current email address.
All courses incur a non refundable application fee of $150

<table>
<thead>
<tr>
<th>COURSE</th>
<th>CRICOS Code</th>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>English Courses:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Starter General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elementary general English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Intermediate general English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intermediate General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upper Intermediate General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced General English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IELTS Foundation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IELTS Advanced</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All English courses are 12 weeks long</td>
<td>All English courses are $360/week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All English courses are 12 weeks long</td>
<td>$15 per week books &amp; materials fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Management:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BSB50215 Diploma of Business</td>
<td>XXXXXXXX</td>
<td>42 weeks</td>
<td>$13,500</td>
</tr>
<tr>
<td>BSB51915 Diploma of Leadership and Management</td>
<td>XXXXXXXX</td>
<td>42 weeks</td>
<td>$15,000</td>
</tr>
<tr>
<td>BSB30415 Certificate III in Business Administration</td>
<td>XXXXXXXX</td>
<td>6 weeks</td>
<td>$3,000</td>
</tr>
</tbody>
</table>
Transfer Between Registered Providers Policy

Students who wish to transfer to another provider during the first 6 months of their principal course of study must apply for a letter of release.

The Director of Studies will consider and respond to applications for a letter of release within 10 working days of their lodgement. We will not charge any fees for issuing a letter of release. In accordance with Standard 7.4 of the National Code, the letter of release provided by our college will include instructions for the student to contact Department of Immigration and Border Protection to seek advice on whether a new student visa is required.

A letter of release will normally be granted in the following situations:

- We are unable to continue to provide the course
- The current course of study is clearly not consistent with documented course requested for on their application
- The student has provided a letter of offer from another registered provider
- If the course the student wishes to transfer to better meets the study capabilities of the student and or better meets the long term goals of the student whether these relate to future work, education or personal aspirations
- It has been agreed that the student would be better placed in a course that is not available at our college
- If the student wishes to change course in order to get access to greater support, for example, as offered by another provider, commercial or non for profit services, or through access to family, friend or a cultural support network
- The student has changed welfare and accommodation arrangement and is no longer in reasonable travelling time of the school
- The student can provide evidence that he or she was misled by the provider or an education or migration agent regarding our college or its courses, which constitutes a breach of the ESOS Act
- Where an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at our college and can demonstrate clearly how this will be alleviated through a transfer; or
- The current course of study is clearly not consistent with the documented course requested for in their application form
- The student has given the correct course cancellation notice in writing and has received a letter of release
A letter of release will normally not be granted in the following situations:

- The student's fees have not been paid for the current term of study;
- The proposed transfer will jeopardise the student’s progression through a package of courses;
- The student has not made an attempt to discuss the reasons for seeking a transfer with the Director of Studies.
- The student requesting a transfer does not have a clear understanding of what the transfer means for their study options.
- The student has recently started studying and the full range of support services are yet to be provided or offered to the student.
- If we believe that the student is seeking to transfer to another registered provider to avoid being reported to DIAC for failure to meet academic progress or attendance requirements.
- The student has unsatisfactory academic progress and has been notified of our intention to report them to DIPB;
- The student has unsatisfactory attendance and has been notified of SIC’s intention to report them to DIBP;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a request for letter of release is refused, the student will be provided with a written explanation of the reasons for the refusal and will be informed of his or her right to appeal against the decision using the Complaints and Appeals Policy.
Overview of procedure
Strategix International College monitors attendance strictly. We calculate attendance based on overall attendance in class. Students undertaking a course must attend class for a minimum of 20 hours per week and maintain an attendance rate of at least 80%. If a student’s attendance drops below 90%, they will receive warning letter/s and/or counselling. It is a student’s responsibility to come to class every day and maintain their attendance. If a student is away from class for any reason, including medical reasons, then the time away will be deducted from the student’s attendance and it will affect their overall attendance.

Explanation of Satisfactory Attendance
In order to maintain satisfactory attendance, a student must attend at least 80% of the scheduled contact hours for each specified study period of their course. A student who attends at least 70% of the scheduled contact hours in a study period may be deemed as having achieved satisfactory attendance in specified restricted circumstances.

Recording and Calculation of Attendance
Using weekly class rolls, teachers record daily attendance for the students in their class. The resulting data is entered into our student management system. Attendance percentages are calculated by this system based on this attendance record.

Monitoring of Attendance (more than 5 consecutive days absent)
When a student is absent for more than 5 consecutive days without approval, teachers notify the Director of Studies (DOS) and the DOS notifies the student, asking them to attend a meeting to discuss the reasons for low attendance.

The DOS:
• Asks the student if there is/are any reason/s for being absent
• Gives the student advice and or support when appropriate
• Records the reasons given for absences

Where a Medical reason is given, the student is advised to provide a Medical Certificate.

The DOS does an attendance check of all students at least once a week. Students receive attendance letters by email when their attendance drops.
• 90 – 86% First Warning Letter
• 85 – 80% Second Warning Letter
• 79% and lower > Intention to Report (ITR) Letter

+61 7 3207 9950
Counselling
- The DOS has a face-to-face meeting with all students who are given a 2nd warning letter due to low attendance.
- The DOS sends an email to the student with a suggested meeting time. The DOS then has a meeting with the student. If the suggested time is inconvenient for a student, he or she is requested to organise another suitable time.
- At the meeting, the DOS:
  - Asks the student if there is/are any reason/s for being absent
  - Gives the student advice and or support when appropriate
  - Records the reasons given for absences
- Where a Medical reason is given, the student is advised to provide a Medical Certificate.
- If the student does not respond to the email within 2 days, the DOS calls the student and asks for a face-to-face meeting. The DOS then has a meeting with the student, as outlined above. If the student is unable or unwilling to have a face-to-face meeting, the DOS endeavours to find out what the problem or issue is during the phone call.

ITR Letter
When the College has assessed the student as not achieving satisfactory attendance, we notify the student in writing of our intention to report the student for not achieving satisfactory attendance by email. The letter informs the student that he or she is able to access the registered provider’s complaints and appeals process and that the student has 20 working days in which to do so.

Complaints and Appeal Policy
The College responds to all complaints and appeals against the decisions made by the college in a timely manner, including with regard to attendance. It ensures that:
- Each student has an opportunity to formally present his/her case
- Each complaint or appeal is recorded in writing
- Each student who makes the complaint or appeal is given a written statement of the outcome including the reasons for the decision.

Reporting the Student
When a student that has received an ITR letter chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, we will notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

Compassionate and Compelling Circumstances refer to:
If a student can prove compassionate and compelling circumstances, the College can reduce the minimum attendance requirement to 70%. These circumstances include:
- Illness of the student
- Serious issues involving a family member
- Illness or death of a family member
- Injury due to violence or other traumatic event
- Natural disaster in home country
- Visa extension problems

External Appeal
If a student disagrees with the outcome of an internal appeal, he or she can contact the Overseas Students Ombudsman at 1300 362 07 or at ombudsman@ombudsman.gov.au or in Queensland at:
Queensland Ombudsman - www.ombudsman.qld.gov.au
Refund Policy

Refunds will be given to students whom have not commenced studies at Strategix International College. Refunds will not be given when a student has commenced a period of study with Strategix International College.

- A formal request for a refund must be made to the DOS in writing, by completing a request for refund form.
- The enrolment processing fee is non-refundable.

Tuition fees may be refunded in full where:
- SIC is advised of the cancellation in writing 28 days or more before a course starts
- The Australian Embassy rejects a visa application in writing
- Notices of cancellation are not effective until written notification is received by SIC
- If a student cancels his/her course less than 28 days before commencement date, a cancellation fee of 25% of tuition fees will apply
- Re-refund of tuition fees will only be made after the commencement date of the course in special circumstances (i.e. on compelling or compassionate grounds) at the discretion of the Principle

Pro-rata refunds of tuition fees will only be made after the commencement date of the course in special circumstances. In addition Strategix will approve refunds where students have:
- Encountered catastrophic events within their home country
- The Australian Embassy rejects a Visa Application (evidence must be presented in writing)
- Suffers illness or injury preventing them from completing the course
- Compelling or compassionate grounds

Visa rejection refunds require:
- A copy of the visa rejection notification from the Australian Embassy;
- The official AELS Receipt

Tuition fees are not transferable to another person or institution, but may be transferred to another course within SIC.
- All refunds are made in Australian Dollars
- All refunds are made payable to and sent to the student in his/her country of origin
- Bank charges are deducted for refunds made by bank draft or electronic transfer
- All refunds are made to the student themselves unless otherwise approved

If we are unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date.

Alternatively, you may be offered enrolment in an alternative course by Strategix International College at no extra cost. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If SIC is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme, ACPET, will place you in a suitable alternative course at no extra cost to you.

Finally, if ACPET cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
Student Conduct
Policy and Procedure

Students of Strategix can expect:
• Suitably qualified trainers and assessors
• Appropriate teaching methods and materials
• Professional conduct
• Clean, comfortable facilities suitable for adult learning
• Accurate and current information
• Opportunities for individual input into their learning needs

Students of Strategix are entitled to:
• Learn in an environment free of discrimination and harassment
• Be informed in advance of assessment procedures (if applicable)
• Pursue their educational goals in a supportive and stimulating environment
• Privacy concerning personal information
• Lodge a complaint using an effective grievance process
• Be treated with courtesy, fairness and respect at all times.
This outlines the expected standard of behaviour for Strategix International students

Attendance
• Be punctual and attend scheduled classes and tutorials
• Students are not permitted to have any family members or any other person attend sessions unless enrolled in the same course or previously arranged with a training manager for this to occur
• Attend scheduled assessment events and submit assessment items on time
• Follow specified timelines for achieving competency as outlined by your trainer

Dress standards
• Students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace
• Maintain a reasonable standard of grooming, including appropriate standards of hygiene

Behaviour
• Show sensitivity to issues regarding gender, ethnicity, class, age, sexuality or physical disability
• Behave in a responsible manner by not littering, harassing or offending fellow participants or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs
• Respect and value the experience of colleagues
• Be responsible for your study program and take reasonable care of Strategix property and equipment
• Treat staff and fellow students courteously and with consideration at all times
• Act in accordance with legal and procedural requirements at all times
• Conduct which disrupts staff and students and hinders them from delivering education and training programs and services or other services in an orderly manner is a breach of Strategix policies. This applies not only in classrooms, but in all parts of Strategix premises
• Any individual or group behaviour, which is discriminatory, abusive, indecent, violent, excessively noisy, disorderly, dangerous, and offensive or which unreasonably disturbs other groups or individuals is prohibited
• See ‘Deferring, Suspending or Cancelling Policy’ on our website
Complaints

Strategix Training Group is committed to providing high quality service and maintains high performance standards for its clients. Training and conduct standards are systematically monitored to ensure we are providing and performing to these standards.

Strategix Training Group is committed to providing quality learning opportunities. Any concerns and/or grievances relating to the training being delivered can be expressed verbally to the Training Coordinator. The Coordinator will discuss the issue with the student and agree on a course of action.

If the issue cannot be resolved to your satisfaction, the Formal Grievance Procedure will be undertaken.

See student complaints and appeals procedure.

Deferment Policy

Students wishing to defer their studies must apply in writing to the DOS using the Deferment of Studies Application Form. A decision will be made within 10 working days of receipt of the form.

Students may also have their enrolment deferred or suspended due to academic misconduct which can be grounds for cancellation of study. All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means; such as copying another student’s work, getting another individual to complete the assessment, copying and pasting from the internet and not referencing.

Under the National Code 2007, overseas students studying in Australia who have their enrolment deferred, suspended or cancelled must understand that this may affect their student visa. SIC will notify the DIBP through PRISMS of any change to the conditions of a student’s enrolment as required under the ESOS Act 2000.

SIC has a legal duty to report all criminal acts committed by its students to the relevant authorities. Students have the responsibility to act in a manner that is consistent with SIC’s rules and regulations.

See the ‘Deferring, Suspending or Cancelling Policy’ on our website.