International Student Handbook 2026 – 2027

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Message from the CEO

Dear Student,

Thank you for choosing to enrol and study with City College. We hope your time spent with us is productive and provides you with a solid platform to launch you into a successful and prosperous future.

City College is a forward-thinking and quality-driven educational institution offering a diverse range of courses. Our programs are designed in line with industry needs and global best practices, equipping students with the practical skills and knowledge required in today's competitive Australian and international job markets.

Being passionate about education, City College believes that every International Student should have access to high-quality vocational education and training that supports them in achieving their chosen personal and professional aspirations and future goals and objectives.

As a student at City College, you will join a vibrant multicultural community of learners from around the world. Our dedicated academic and support teams are committed to helping you transition smoothly into life, study, and work in Australia.

On behalf of the entire team, I warmly welcome you to City College and wish you every success on your educational journey and beyond.

Warm Regards
Sahar Rasool
Chief Executive Officer (CEO)

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1. Acknowledgement of Country

City College pays its respects to the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders and all Aboriginal and Torres Strait Islander People who continue to care for their country, culture and people.
Our acknowledgement is more than a formal statement; it is an ongoing commitment to embedding cultural awareness and reconciliation within City College's practices. This includes:

- Integrating First Nations perspectives into relevant aspects of the curriculum.
- Actively participating in opportunities to learn from and partner with Indigenous communities.
- Encouraging all staff and students to embrace and uphold the values of respect, inclusivity, and cultural understanding.

By embedding cultural recognition into our daily practice, City College seeks to contribute to a broader spirit of reconciliation in Australia and ensure that every member of our learning community feels valued, included, and respected.

2. About City College

2.1 Introduction to City College

City College is a nationally recognised Registered Training provider located in the heart of Perth, Western Australia. Our institution is built on a foundation of integrity, experienced faculty, and supporting environment. We offer a comprehensive range of courses designed to equip our students with the skills and knowledge necessary to thrive in a dynamic and ever-evolving global market. These programs are designed to provide students with practical skills, industry knowledge, and nationally recognised qualifications in their chosen fields

2.2 Our Mission

Our mission is to deliver high-quality vocational education and training that empowers individuals to achieve their career goals and make meaningful contributions to society. We are committed to fostering a supportive and inclusive learning environment where every student has the opportunity to excel and reach their full potential.

2.3 Our Vision

We envision a world where education is accessible to all, and every individual has the opportunity to achieve their dreams. By nurturing talent and fostering innovation, we aim to contribute to the development of skilled professionals who will lead and inspire in their respective fields.

2.4 Our Values

- Collaboration & Teamwork
- Professional Integrity
- Innovative Thinking and Solutions
- Care for the Community and Environment

Our aim is to create a learning environment that inspires confidence — for students, employers, regulators, and the wider community.

2.5 Regulatory and Compliance Frameworks

As an RTO and CRICOS-registered provider, City College operates under strict compliance requirements mandated by the Australian Government. This ensures that the training you receive is recognised nationally and meets the highest possible standards.
We are fully compliant with the following frameworks and legislation:

1. **Vocational Education and Training (VET) Quality Framework**
    - Overseen by the **Australian Skills Quality Authority (ASQA)**, the VET Quality Framework sets out the standards and requirements that govern all RTOs in Australia.
    - City College adheres to the **Outcome Standards for NVR Registered Training Organisations Instrument 2025 (Cth)**
    - These outline requirements for training delivery, assessment, quality assurance, and certification issuance.

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2. **Education Services for Overseas Students (ESOS) Framework**
    - As a CRICOS-registered provider (**CRICOS No: 04234E**), City College complies with the **Education Services for Overseas Students Act 2000 (ESOS Act)** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)**.
    - These frameworks safeguard the rights of international students, ensuring that you receive accurate information, quality education, and access to appropriate support services while studying in Australia.
3. **Australian Qualifications Framework (AQF)**
    - All qualifications issued by City College comply with the **AQF**, ensuring that the certification you receive is **nationally and internationally recognised**.
4. **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**
    - City College's registration on CRICOS ensures that our programs are approved for delivery to international students holding student visas.

2.6 Commitment to Quality

At City College, we take full responsibility for the **quality of training and assessment**, as well as the **issuance of AQF certification documentation**. Our quality assurance processes include:

- Regular **internal audits** to ensure compliance with ASQA and ESOS standards.
- Engagement with **industry consultation and validation** to ensure training remains aligned with current and future workforce needs.
- Ongoing **professional development** for trainers and assessors to maintain contemporary skills and teaching practices.
- Continuous monitoring and improvement of our **student support services**, including academic, welfare, and counselling assistance.

Our aim is to create a **learning environment that inspires confidence** — for students, employers, regulators, and the wider community.

2.7 Accessing the International Student Handbook

City College provides every prospective student with access to the **International Student Handbook** prior to enrolment, along with their Letter of Offer. This ensures that students can make an **informed decision** about their studies.

Please note:

- Students are always encouraged to access the **most recent version online** at www.citycollege.edu.au
- Updated versions are also available through **Student Services and Administration staff** upon request.

If you have any questions regarding the content of this handbook, or require clarification about your enrolment and study, please contact our **Student Services team** via:

- **Email:** sso@citycollege.edu.au
- **Phone:** +61497834448// +61 863 888 988
- **In person:**
    - Level 2, 150 – 152, Adelaide Terrace, East Perth, WA 6004
    - 33 Archer Street, Carlisle, WA 6101

3. Introduction to Student Support at City College

At City College, we recognise that the success of our students depends not only on the quality of teaching and learning but also on the range of **support services** provided throughout their study journey. We are committed to ensuring that every student has access to the resources, guidance, and assistance required to adapt to life in Australia, engage effectively in study, and achieve their academic and personal goals.

Our **Student Services and Administrative Staff (Admin Staff)** are highly trained and serve as the **first point of contact** for all international students. They provide direct support in academic, administrative, and welfare matters, and where specialist

assistance is required, they will connect you with relevant internal or external services.

3.1 City College Student Services and Contact Numbers

Our Perth Campus					
Level 2, 150 -152, Adelaide Terrace, East Perth, WA, 6004, Australia 33 Archer Street, Carlisle, WA 6101					
Phone:	+61497834448 / +61 863 888 988	**Email:**	info@citycollege.edu.au	**Website**	www.citycollege.edu.au
For afterhours Emergencies, contact: +61401325640					

3.2 Key Personnel

Position	Name	Email Address
CEO, PEO & Compliance Manager	Sahar Rasool	ceo@citycollege.edu.au ; peo@citycollege.edu.au ; compliance@citycollege.edu.au
Director	Saud Parekh	saud@citycollege.edu.au
Business Development Manager	Ryan Rahimi	bdm@citycollege.edu.au
Academic Coordinator	Veda Armoogum	academic@citycollege.edu.au
Office Manager	Muhammad Ghulam Mustafa	admin@citycollege.edu.au
Finance Manager	Ehtisham Malik	finance@citycollege.edu.au

3.3 Student Services Staff and Key Student Point of Contact

Student services / Admin Staff have received special training in relation to your rights and obligations as an International Student. Feel free to contact them during office hours.

- Monday to Sunday: 8.00 am – 5.30 pm
- After-hours support is available by email or emergency phone line.

Positions	Name	Email Address
Student Services Staff	Aleena Hussain	sso@citycollege.edu.au

3.4 Students should contact the Student Services Staff anytime - via email at: sso@citycollege.edu.au

Please be aware that responses to email queries may take up to 24 to 72 hours, Monday to Friday, longer response times may apply for emails sent over the weekend or on Public Holidays. If you have not received a response, or require a more urgent response, we suggest that you contact us via the Emergency contact number: +61 401 325 640 or in person at our Campus.

3.5 Principles of Student Support

City College's approach to student services is guided by the following principles:

1. **Equity and Access:** Every student has equal rights to assistance and support regardless of cultural, linguistic, gender, or ability background.
2. **Respect for Diversity:** Cultural, linguistic, gender, and ability diversity is respected and celebrated in all college activities.
3. **Zero Tolerance for Discrimination:** No student shall experience exclusion, harassment, or bullying at City College.
4. **Continuous Improvement:** Student feedback informs ongoing enhancement of services, resources, and support mechanisms.

3.6 Diversity, Inclusion, and Cultural Safety

City College fosters a **safe, inclusive, and culturally respectful environment**. To achieve this, we:

- Provide induction and refresher training for staff in inclusive practices.
- Use inclusive and non-discriminatory language in all materials accessible to the students.
- Deliver orientation programs that include cultural awareness and student responsibilities.
- Offer teaching strategies that cater to different learning styles — visual, auditory, practical, and self-directed.
- Recognise and respect students' chosen names, pronouns, and cultural/religious practices.
- Display cultural symbols and flags in training environments.
- Collaborate with Aboriginal and Torres Strait Islander communities where possible.
- Conduct annual **Diversity and Inclusion Feedback Surveys** to identify areas for improvement.

3.7 Supporting Individual Learners

City College acknowledges that each student has unique learning needs and personal circumstances. We are committed to providing flexible support to ensure that these needs are met.

Examples of support services include:

- **Learning Adjustments:** Modified study or assessment arrangements due to illness, disability, or personal circumstances.
- **Language, Literacy, Numeracy, and Digital (LLND) Support:** Access to qualified trainers and resources to assist students struggling with academic English or digital literacy.
- **Technology Access:** Assistance with Wi-Fi, laptops, and learning platforms. Short-term laptop loans may be available.
- **Financial Guidance:** Support with budgeting, payment plans, and referral to external financial counselling services.
- **Counselling Services:** Access to free professional counselling to manage stress, anxiety, homesickness, and personal matters.
- **Referral Services:** Connections to external providers for legal, medical, disability, and community services.
- **Declaration of Support Need:** Students are encouraged to declare their individual needs during enrolment or orientation. However, if circumstances arise later, students are welcome to approach the **Student Services Office** at any time.

3.8 Student Counselling Service

Counselling is available free of charge to all City College students. The service assists students in areas such as:

- Adjusting to life in Australia.
- Coping with homesickness.
- Managing workload and academic stress.
- Overcoming procrastination and improving time management.
- Dealing with relationship or family difficulties.

Appointments can be made by contacting the **Student Services Office** at sso@citycollege.edu.au

3.9 Student Requests and Administrative Processes

The Student Services and Admin Staff can process a range of requests, including but not limited to:

- Course variation applications (deferrals, extensions, or transfers).
- Student request forms for holiday letters, enrolment status confirmations, family invitation letters, and release letters.
- Finance requests (payment plans or fee enquiries).
- Applications for AQF certification (Award, Qualification, or Statement of Attainment).
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) applications.

All requests should be submitted in writing using the appropriate forms available at the Student Services desk or via the City College website (https://www.citycollege.edu.au/)

3.10Facilities and Campus Resources

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City College provides students with access to a range of resources to support their studies, including:

- Modern classrooms with audio-visual facilities.
- Wi-Fi-enabled learning spaces.
- Kitchens and common areas for student use.
- Library resources through local public libraries (e.g., City of Perth Library, Victoria Park Library).
- Access to the **Learning Management System (LMS)** for assessments, learning materials, schedules, and academic feedback.
- Student ID cards for identification and access.

Students are required to bring their own laptops for study purposes.

3.11Commitment to Continuous Support

The role of our Student Services and Admin Staff goes beyond administrative duties; they are here to ensure that each student feels **valued, supported, and empowered** throughout their academic journey. Whether you need guidance on academic matters, advice on living in Perth, or support with personal challenges, our team is here to provide assistance or connect you to the right resources.

4. Living in Perth, Western Australia

4.1 Introduction

Relocating to a new country is an exciting yet challenging experience. At City College, we understand that adapting to life in Australia requires not only academic preparation but also a practical understanding of day-to-day living. This section of the handbook provides you with essential information about **Perth — the capital city of Western Australia (WA)** — including its lifestyle, climate, cost of living, safety, and opportunities for personal enrichment.

Perth is known for being a **welcoming, safe, and multicultural city**. With a population of over two million, it offers modern infrastructure, outstanding educational opportunities, and a vibrant cultural life, all within an environment recognised for its natural beauty and high standard of living.

4.2 About Perth

Perth is the **fourth largest city in Australia** and is located along the Swan River and the Indian Ocean coast. It combines the advantages of a major metropolitan centre with the relaxed lifestyle for which Western Australia is renowned.

Key features include:

- **Cultural Diversity:** Perth is home to people from many different cultural and linguistic backgrounds, making it a vibrant and inclusive community.
- **Transport Access:** The city is well-serviced by **Transperth's bus, train, and ferry network**, ensuring reliable access to campuses and local amenities.
- **Natural Attractions:** Perth is surrounded by beaches, national parks, and rivers, offering countless outdoor recreational activities.
- **Cultural Precincts:** The Perth Cultural Centre houses the Art Gallery of Western Australia, the Western Australian Museum, and the State Theatre, reflecting the city's artistic and cultural richness.

4.3 Places to Visit in Perth

During your time in Western Australia, we encourage you to take advantage of the many attractions Perth has to offer.

Highlights include:

- **Elizabeth Quay** – A modern waterfront precinct with restaurants, cafes, and public art.
- **Kings Park and Botanic Garden** – One of the largest inner-city parks in the world, offering spectacular views and picnic spots.
- **Cottesloe Beach** – Famous for its white sand and turquoise water.
- **Rottnest Island** – A short ferry rides away, home to the world-famous quokka and pristine beaches.
- **Swan Valley** – Western Australia's oldest wine region, known for food, wine, and nature experiences.

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- **Fremantle** – A historic port city offering markets, heritage architecture, and cultural festivals.

4.4 Free and Low-Cost Activities

Life in Perth does not need to be expensive. International students can enjoy many free or affordable activities, such as:

- Snorkelling at **Shoalwater Marine Park**.
- Attending free festivals and events at **Northbridge Piazza** or **Forrest Place**.
- Visiting the **Art Gallery of Western Australia** and cultural museums.
- Watching the sunset on the Indian Ocean at Scarborough or City Beach.
- Hiking or cycling along **Perth's riverside trails**.
- Exploring local weekend **markets** in Fremantle or Subiaco.

4.5 Climate in Perth

Perth enjoys a **Mediterranean climate** with hot, dry summers and mild, wet winters.

- **Summer (December – February):** Warm and dry, with average daily temperatures of 27–30°C. A refreshing sea breeze, known as the *Fremantle Doctor*, offers relief on hot afternoons.
- **Autumn (March – May):** Pleasant, with mild days and cooler evenings.
- **Winter (June – August):** Rainy and cool, with daytime temperatures between 18–21°C. Indoor cultural activities are popular during this season.
- **Spring (September – November):** Warm and sunny, with wildflowers blooming across the city and regional areas.

Perth has more **sunshine days than any other Australian capital city**, making it a great place for outdoor activities year-round.

4.6 Cost of Living

The cost of living in Perth is generally more affordable than other major cities such as Sydney or Melbourne, although it remains important for students to **budget carefully**.

Expense	Estimated Cost
Rent - City (Shared):	$225 per week
Utility Bill (Shared):	$40 per week
Grocery:	$60 per week
Phone and internet:	$25 per week
Public Transport:	$15 per week
Entertainment:	$80 per week
Total weekly budget	**$445**

Source: https://www.studyperth.com.au/living-in-perth/cost-of-living/)

A **Cost-of-Living Calculator** is available online which may assist you in planning your finances.
https://studyperth.costoflivingcalculator.com.au

4.7 Working in Australia

International students on a valid student visa are permitted to work while studying, subject to conditions set by the **Department of Home Affairs**:

- Students may work **up to 48 hours per fortnight** during study periods.
- Unlimited hours may be worked during **scheduled course breaks**.
- Work should not interfere with your study, class attendance, or work-based training requirements.

City College may provide assistance in seeking casual or part-time employment by connecting students with local

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opportunities. Common jobs for students include roles in hospitality, retail, administration, and tutoring.
Important: Students are entitled to the same **workplace rights** as all Australian employees, including minimum wage, safe conditions, and fair treatment. For support, visit the Fair Work Ombudsman.

4.8 Financial Management

Students should plan finances carefully to meet tuition fees, rent, and living expenses. Key considerations include:

- Opening a bank account with one of the major Australian banks (Commonwealth, NAB, Westpac, ANZ).
- Applying for a **Tax File Number (TFN)** to work legally in Australia.
- Understanding **superannuation**, which is an additional 11% employer contribution if you earn more than $450 per month.
- Lodging annual **tax returns** with the Australian Taxation Office (ATO).

4.9 Safety and Wellbeing in Perth

Perth is generally a safe city; however, students should always exercise **personal safety awareness**.
Safety tips include:

- Avoid carrying large amounts of cash.
- Travel in groups where possible, especially at night.
- Stay in well-lit areas and avoid shortcuts through isolated locations.
- Keep valuables such as phones and laptops secure.
- Be alert to scams — never provide personal details or payments to unsolicited calls or emails.

Emergency Numbers	
000	Police, Fire, or Ambulance (life-threatening situations).
131 444	Local police (non-emergency).
132 500	State Emergency Service (SES) – floods and storms.
+61 401 325 640	City College - 24/7 Emergency Contact Line

4.10Public Holidays

Public holidays in Western Australia include:

Public Holiday	2026	2027
New Year's Day	Thursday 1 January	Friday 1 January
Australia Day	Monday 26 January	Tuesday 26 January
Labour Day	Monday 2 March	Monday 1 March
Good Friday	Friday 3 April	Friday 26 March
Easter Sunday	Sunday 5 April	Sunday 28 March
Easter Monday	Monday 6 April	Monday 29 March
ANZAC Day	Saturday 25 April & Monday 27 April	Sunday 25 April & Monday 26 April
Western Australia Day	Monday 1 June	Monday 7 June
King's Birthday	Monday 28 September	Monday 27 September
Christmas Day	Friday 25 December	Saturday 25 December & Monday 27 December

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Boxing Day	Saturday 26 December & Monday 28 December	Sunday 26 December & Tuesday 28 December

Students should plan around these days, as many services, businesses, and public transport schedules may change.

4.11Student Life and Community Engagement

To help you settle into Perth and enjoy your experience fully, we encourage you to:

- Attend City College's **orientation sessions** and student networking events.
- Explore Perth's **cultural and sporting activities**.
- Volunteer with local organisations to build connections and gain experience.
- Engage with **multicultural community groups** that support international students.

5. Training and Assessment Framework

5.1 Introduction to Vocational Education and Training (VET)

Australia's **Vocational Education and Training (VET)** sector is designed to provide students with practical skills and knowledge that are directly aligned with industry needs. VET qualifications prepare learners to:

- Enter the workforce for the first time.
- Re-enter the workforce after a break.
- Change careers and train for a new profession.
- Gain recognition for existing skills.
- Progress into higher-level studies, such as university degrees.

At City College, our VET programs are structured to ensure that students not only acquire theoretical knowledge but also develop **practical competencies** required by employers across Australia and globally.

5.2 City College's Responsibility as an RTO

As a **Registered Training Organisation (RTO No: 91770)**, City College is fully responsible for:

- The **quality of training and assessment** delivered to students.
- Ensuring training complies with the **National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth)**
- Issuing **Australian Qualifications Framework (AQF)** certification documentation (Qualifications and Statements of Attainment).
- Maintaining compliance with the **ESOS Act 2000** and the **National Code 2018** for international students.

This means that every course you complete at City College is **nationally recognised** and meets strict government standards.

5.3 Training Delivery at City College

Our training is delivered using a **blended model** of structured and unstructured learning.

5.3.1 Face to face Delivery

- Delivered through classroom-based instruction and online activities.
- Includes lectures, tutorials, interactive sessions, and guided learning.
- Attendance and participation are monitored by trainers/assessors.

5.3.2 Supervised Workshop Activities / Simulation

- Conducted in the **classroom or laboratory** under trainer supervision.
- Include **practical exercises** such as:
    - Taking measurements.
    - Modelling structures.
    - Conducting experiments
- Engage students in **simulated workplace tasks**, for example:

- Preparing meeting minutes.
- Delivering presentations.

- Designed to **replicate real industry environments** in a safe and controlled setting.

5.3.3 Supervised Out of Class Activities

This balanced approach ensures that students gain both **theoretical understanding** and **practical application skills**.
Conducted **outside the classroom** under trainer supervision. Provide students with **direct industry exposure** through:

- Site visits and field surveys.
- Professional consultations with material specialists.
- Structural and commercial laboratory visits.

Activities are designed to **connect theory with practice**, enabling students to:

- Observe real-world workplace practices and industry operations relevant to their field of study.
- Engage directly with industry professionals across automotive, information technology, and construction trade sectors.

5.4 Assessment and Outcomes

Assessments at City College are designed to measure your achievement of **competency** in each unit of study.

Assessment may include:

- Written tasks (knowledge questions, short answers, essays).
- Practical demonstrations and workplace simulations.
- Case studies and scenario-based projects.
- Presentations, group work, and role-play activities.
- Portfolios and logbooks.

Assessment Outcomes

- **Competent (C):** The student has demonstrated all required skills and knowledge.
- **Not Yet Competent (NYC):** The student has not yet fully demonstrated the required skills or knowledge.
- **Re-assessment:** Students who receive NYC will be provided opportunities to re-submit or re-sit assessments, in line with City College's Assessment Policy.

5.5 Principles of Assessment

All City College assessments are conducted in accordance with the four **principles of assessment** outlined in the Standards for RTOs 2025:

1. **Fairness** – Students are fully informed about the assessment process and have opportunities to challenge results or request reasonable adjustments.
2. **Flexibility** – Assessments take into account student needs and can be adapted (without compromising competency requirements).
3. **Validity** – Assessments genuinely measure what they claim to measure.
4. **Reliability** – Assessments are applied consistently across all learners and contexts.

5.6 Rules of Evidence

To ensure credibility, all evidence submitted must comply with the four **rules of evidence**:

1. **Validity** – Evidence must relate directly to the competency being assessed.
2. **Sufficiency** – Enough evidence must be provided to demonstrate competence.
3. **Authenticity** – Evidence must be the student's own work.
4. **Currency** – Evidence must reflect skills and knowledge that are current and relevant.

5.7 Assessment Submission Guidelines

Students must follow City College's submission guidelines to ensure their assessments are accepted:

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- All assessments must be submitted via the **City College Learning Management System (LMS)** unless otherwise instructed by the trainer.
- Assessments must be submitted by the due date specified in the unit schedule.
- Extensions may be granted only under approved circumstances (e.g., medical reasons with supporting documentation).
- Late submissions without approval may incur additional fees or penalties.
- Plagiarism and academic misconduct are strictly prohibited.

Feedback and Results

- Trainers/assessors will provide written feedback through the LMS.
- Unit feedback sheets will be issued at the end of each module.
- Students will be notified of competency outcomes promptly.

5.8 Re-assessments and Re-enrolments

- **Re-assessment Fees:** AUD $50 per task (if applicable).
- **Re-enrolment Fees:** AUD $250 per week of the unit (if required).

Students may be required to re-enrol in a unit if competency cannot be demonstrated after multiple re-assessment attempts.

5.9 Attendance and Course Progress

International students are required by the **National Code 2018** to maintain satisfactory **attendance** and **academic progress**.

- Attendance is monitored through classroom participation and online structured learning activities.
- Students must demonstrate satisfactory progress in at least **50% of units attempted each study period**.
- Students failing to meet progress requirements may receive a **Notice of Intention to Report (NOI)** to the Department of Home Affairs.

5.10 Academic Integrity

City College expects all students to uphold the highest standards of **academic honesty**. This means:

- Submitting original work.
- Acknowledging sources appropriately.
- Avoiding plagiarism, collusion, and contract cheating.
- Using LMS submission tools that check originality.

Breaches of academic integrity may result in disciplinary action, which could include reassessment, suspension, or cancellation of enrolment.

5.11 Certification and Graduation

Upon successful completion of your course:

- Students will be issued an **AQF Qualification (Certificate/Diploma/Advanced Diploma)** or a **Statement of Attainment** (for partial completion).
- Certificates will be issued within **30 calendar days** of course completion, provided:
    1. all fees are paid
    2. all Units of Competency have been assessed as competent
- Replacement certificates may be re-issued at a cost of AUD $50 each.

6. Fees, Payments, and Financial Information

6.1 Tuition Fees Overview

As an international student at City College, you are required to pay tuition fees and associated charges in line with your **Letter of Offer** and **Written Agreement** (Student Contract). These documents clearly set out:

- The total course fees payable.
- The payment schedule, including deposit and instalment due dates.

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- Additional fees that may apply for reassessments, re-enrolments, or administrative services.

Tuition fees contribute to the cost of **training delivery, assessment services, student support, learning resources, and campus facilities**. They do not cover living costs, accommodation, or personal expenses, which students must budget for separately.

6.2 Fee Inclusions and Exclusions

Included in tuition fees:

- Classroom-based and online structured learning activities.
- Access to City College's Learning Management System (LMS).
- Student orientation, enrolment, and induction programs.
- Access to campus facilities, Wi-Fi, and student services.
- Standard learning resources such as workbooks, manuals, and PowerPoint presentations.

Not included in tuition fees (additional costs may apply):

- Personal laptops, software licences, or specialised equipment.
- Printing and photocopying
- Replacement student ID cards.
- Re-assessment and re-enrolment fees.
- Replacement of lost or damaged AQF certification documents.
- Living costs such as rent, food, transport, and entertainment.

6.3 Additional Fees and Charges

Students should be aware of the following additional costs (in AUD):

Service	Fee	Notes
Application Fee	$250	Non-refundable. Payable at the time of application.
Re-assessment Fee (Theory)	$50 per unit	Payable for each additional attempt beyond the first free resubmission.
Re-enrolment Fee	$250 per week	Applicable if a student must re-enrol in a unit due to failure or course variation.
Reprint of AQF Certificate/Statement	$50	For lost or damaged certificates.
Replacement Student ID Card	$20	For lost or damaged cards
Late Payment Fee	$100	Applied if payment is not made by due date.
Recognition of Prior Learning (RPL)	On request	Fee assessed based on scope of evidence.
Credit Transfer (CT)	No charge	Where valid evidence of prior study is provided.

6.4 Payment Schedule and Methods

Tuition fees are payable as outlined in your **Letter of Offer** and **Written Agreement**. Students are required to:

- Pay a **deposit (initial fee)** before the issuance of a Confirmation of Enrolment (CoE).
- Pay the balance of tuition fees in instalments according to the agreed schedule.
- Ensure that all payments are made in full before progressing to the next stage of study.

Payment methods accepted by City College include:

- Bank transfer (preferred).
- Credit/debit card payments.
- Direct deposit at the City College Accounts Office.

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Payment details (bank account information) are provided on invoices and student agreements.

City College Bank Account Details:	
Account Name:	City College Pty Ltd
Bank:	Commonwealth Bank Australia
Branch:	Canning Vale
Address:	257, Bannister Road, Canning Vale, WA 6155
BSB:	067873
Account Number:	10788544
Swift Code:	CTBAAU2S

6.5 Refund Policy

City College's refund policy is governed by the **ESOS Act 2000** and the **National Code 2018**, ensuring fairness and transparency. Refunds are considered in the following circumstances:

Refunds will be calculated based on:

- Unused tuition services
- Any materials/resources not yet provided
- Hours of training not yet delivered
- If the student was an international student:
- The Tuition Protection Service (TPS) may intervene to offer:
- A suitable alternative course at no additional cost; or
- A refund of unspent prepaid tuition fees, if no suitable alternative is available.

Student-Initiated Withdrawal or Cancellation

Withdrawal Scenario	Refund Eligibility
Visa Refusal (prior to course start)	100% refund of all unused prepaid tuition fees (excluding enrolment fee)
Withdrawal > 28 days before start date	Full refund of tuition fees minus enrolment fee and withdrawal fee.
Withdrawal < 28 days before start date	50% refund of tuition fees minus enrolment fee and withdrawal fee.
Withdrawal after course start	No refund (unless due to serious illness or hardship)
Visa cancelled due to student actions	No refund

Note: Enrolment fees and withdrawal fee ($550) are **non-refundable** under all circumstances.

Refunds Due to Compassionate or Compelling Circumstances

- Students unable to commence or continue studies due to serious illness, injury, or personal hardship may apply for a pro-rata refund. Requirements include:
- Written request submitted using the Student Refund Application Form

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- Supporting medical certificate or evidence
- Refund eligibility is assessed case-by-case and may be offered as:
- A partial refund
- A credit transfers toward a future course (valid for 12 months)

Non-Refundable Items

- The following are non-refundable:
- RPL application fees (regardless of outcome)
- Enrolment/administration fees
- Fees for services already rendered (e.g., assessments marked, feedback provided)
- Fees for textbooks or materials already supplied
- If a student fails to achieve competency due to exhausted assessment attempts, no refund is applicable. The student may re-enrol in the unit at a pro-rata fee.

6.6 Protection of Student Fees

City College complies with the ESOS Act requirements for the protection of international student fees. This includes:

- Maintaining a designated **trust account** for tuition fees.
- Membership in the **Tuition Protection Service (TPS)**, which guarantees that students can either complete their studies with another provider or receive a refund if City College is unable to deliver the course.

6.7 Financial Obligations and Consequences of Non-Payment

Students must ensure that all fees are paid by the due dates specified in their Written Agreement. Failure to do so may result in:

- Withholding of results and academic transcripts.
- Suspension of access to LMS and campus facilities.
- Cancellation of enrolment (which may be reported to the Department of Home Affairs).
- Late payment fee will apply

6.8 Fee Receipts and Record Keeping

- Students will be issued an **official receipt** for all payments made to City College.
- Students are encouraged to retain copies of all receipts for visa compliance and personal record-keeping.
- The Accounts Office can provide a **Statement of Account** upon request.

6.9 Financial Support and Advice

While City College does not provide direct financial assistance, we do:

- Offer flexible **payment plan options** (subject to approval).
- Refer students to external **financial counselling services**.

7. Policies and Procedures

7.1 Introduction

City College is committed to ensuring that all students have a clear understanding of their rights and responsibilities in relation to college policies. These procedures are designed to provide **transparency, fairness, and compliance** with the **ESOS Act 2000**, the **National Code of Practice 2018**, and the **National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth)**

Policies apply to all international students and cover areas such as **complaints and appeals, attendance, course progress, deferment, suspension, transfers, and behavioural expectations**.

7.2 Complaints and Appeals Policy

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7.2.1 Complaints

A complaint may be raised about any aspect of a student's experience at City College, including:

1. The quality of training or assessment.
2. The conduct of trainers, staff, or other students.
3. Administrative processes.
4. Student support services.

Process for lodging a complaint:

1. **Informal Resolution:** Students are encouraged to first resolve issues informally by discussing them with the relevant trainer, assessor, or staff member.
2. **Formal Complaint:** If the matter is not resolved, students may submit a **Formal Complaint Form** to the Student Support Officer.
3. **Acknowledgement:** The complaint will be acknowledged within **5 business days**.
4. **Investigation:** City College Management will investigate the matter and provide a written response within **20 business days**.

If a student is dissatisfied with the outcome, they may escalate the matter through the **appeals process**.

7.2.2 Appeals

Students have the right to appeal decisions made by City College, including:

- Assessment outcomes (C/NYC).
- Disciplinary decisions.
- Decisions relating to course progress, attendance, or enrolment cancellation.

Appeals process:

1. Submit an **Appeal Form** within **20 working days** of receiving the decision.
2. The appeal will be reviewed by an **independent staff member or panel** not previously involved in the decision.
3. A written outcome will be provided within **20 business days**.

External Appeal:

If a student remains dissatisfied, they may access an external appeals body:

- **Overseas Students Ombudsman (OSO):** www.ombudsman.gov.au
- Decisions of external bodies are binding on City College.

7.3 Attendance and Course Progress Policy

The **National Code 2018** requires providers to monitor international students' attendance and progress to ensure genuine engagement in learning.

Attendance Requirements:

- Students must attend scheduled classes and structured online learning activities.
- Attendance is monitored via sign-in sheets, LMS log-ins, and trainer records.

Course Progress Requirements:

- Students must achieve competency in at least **50% of enrolled units** each study period.
- Students at risk of failing will be issued a **Warning Letter** and provided with academic support.
- Failure to improve may result in a **Notice of Intention to Report (NOI)** to the Department of Home Affairs.

Intervention Strategies:

- Additional tutoring or supervised study sessions.
- Development of an individual learning plan.
- Referral to counselling or support services.

7.4 Deferral, Suspension, Withdrawal and Cancellation of Enrolment

International students may request changes to their enrolment in line with the ESOS framework.

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Deferral:

- A student may request to postpone their commencement date before the course starts due to compassionate or compelling circumstances.

Suspension:

- A temporary break during studies may be approved for reasons such as illness, bereavement, or unforeseen hardship.

Cancellation:

- Enrolment may be cancelled due to:
  - Failure to pay fees.
  - Breach of visa conditions.
  - Misconduct or academic dishonesty.
  - Unsatisfactory course progress or attendance.

Process:

- Students must complete the relevant application form and provide supporting documentation.
- City College will assess and provide a written outcome within **10 business days**.
- If a student's enrolment is suspended or cancelled, City College must notify the **Department of Home Affairs (DHA)** via **PRISMS**.

7.5 Transfer Policy (Between Providers)

The National Code 2018 requires students to remain with their original provider for the first **six months of their principal course**.

Transfer requests may be approved if:

- The student provides evidence of compassionate or compelling circumstances.
- The new course is more suitable for their study or career goals.
- There is evidence that the student was misled about City College's course offerings.

Important Note:

Under Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), restrictions apply to overseas students seeking to transfer from one registered education provider to another before completing the applicable period of their principal course.

Transfer Restriction Period

For non-school sector students, including VET students, the transfer restriction period has temporarily increased from six (6) months to twelve (12) months.

- **From 2 October 2026 to 30 June 2027**: Students must complete at least twelve (12) months of their principal course with their current registered provider before another registered provider may enrol them, subject to applicable exceptions under Standard 7.
- **From 1 July 2027:** The transfer restriction period is scheduled to revert to six (6) months, subject to any subsequent legislative amendments.

Process:

1. Submit a **Release Application Form** with supporting documents.
2. City College will assess the request in accordance with its **Policy and the National Code**.
3. City College will respond within **10 business days**.
4. If approved, a release letter will be issued free of charge.
5. If refused, reasons will be provided in writing, and the student may appeal.

7.6 Behaviour, Misconduct, and Disciplinary Procedures

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City College expects students to conduct themselves with **respect, integrity, and professionalism**.

Examples of misconduct include:

- Harassment, bullying, or discrimination.
- Damage to property or theft.
- Academic dishonesty (plagiarism, collusion, contract cheating).
- Breach of health and safety requirements.

Disciplinary actions may include:

- Verbal or written warnings.
- Suspension from class or campus.
- Cancellation of enrolment (serious cases).

Students will always have the right to **natural justice**, meaning they can present their case, access appeal procedures, and be treated fairly throughout the process.

7.7 Critical Incidents and Emergency Response

City College has a **Critical Incident Policy** to ensure the safety and welfare of students during emergencies.

Examples of critical incidents include:

- Serious injury or illness.
- Missing students.
- Natural disasters (bushfires, floods, storms).
- Criminal acts or threats.

Procedure:

1. Immediate action to ensure student safety.
2. Contact emergency services (000).
3. Notify City College Management and the **Designated Student Services Officer**.
4. Provide counselling and support to affected students.
5. Maintain detailed records of the incident and response.

7.8 Privacy and Confidentiality

City College complies with the **Privacy Act 1988** and ensures that student information is kept confidential.

Key principles:

- Student records are stored securely (digitally and physically).
- Information is only shared with third parties where required by law (e.g., ASQA, DHA, TPS).
- Students may access their personal records upon written request.

7.9 Student Feedback and Continuous Improvement

City College actively seeks student feedback to improve quality:

- End-of-unit surveys.
- Suggestion boxes and online forms.
- Student focus groups.
- Annual Quality Indicator surveys (AQF and ASQA compliance).

Feedback is reviewed at management meetings, and outcomes are communicated to students.

8. Student Rights and Responsibilities

8.1 Introduction

Studying in Australia is both a privilege and a responsibility. As an international student at City College, you are entitled to a range of **legal protections, academic rights, and welfare support**. At the same time, you are required to comply with **college rules, Australian laws, and visa conditions**.

This section outlines your rights and responsibilities so that you can fully participate in your studies, enjoy your time in

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Australia, and remain compliant with the conditions of your student visa.

8.2 Your Rights as an International Student

As a City College student, you have the right to:

- **a) Education Rights**
- Receive training and assessment of the highest quality, in line with the **National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth)**
- Study a nationally recognised qualification that meets the requirements of the **Australian Qualifications Framework (AQF)**.
- Be taught by qualified trainers/assessors with current industry knowledge and skills.
- Access modern learning resources, classrooms, and facilities.
- Receive timely feedback and fair assessment outcomes.
- **b) Student Services and Support Rights**
- Access **academic, welfare, counselling, and support services** to help you succeed.
- Receive assistance in adjusting to life and study in Australia, including orientation, cultural information, and living advice.
- Request reasonable adjustments if you have a disability, health issue, or other special learning needs.
- Be treated fairly and without discrimination, regardless of race, gender, religion, or background.
- **c) Complaints and Appeals Rights**
- Lodge complaints and appeals free from fear of victimisation or disadvantage.
- Access a fair, transparent, and independent review process.
- Escalate matters to an external authority such as the **Overseas Students Ombudsman** if dissatisfied with City College's outcome.
- **d) Legal Rights in Australia**
- Protection under **Australian consumer law** for services paid for.
- Workplace rights under the **Fair Work Act 2009** if you choose to work.
- Privacy protections under the **Privacy Act 1988**.
- Access to legal, health, and emergency services.
- **e) Tuition and Fee Protection Rights**
- Assurance that tuition fees are protected under the **Tuition Protection Service (TPS)**.
- Access to a refund or placement with another provider if City College cannot deliver your course.

8.3 Your Responsibilities as an International Student

Alongside your rights, you must uphold certain responsibilities to remain enrolled and comply with Australian visa conditions.

- **a) Academic Responsibilities**
- Attend scheduled classes, workshops, and online learning sessions.
- Complete assessments honestly, on time, and in line with academic integrity standards.
- Maintain satisfactory course progress (achieving competency in at least 50% of units each study period).
- Engage respectfully with trainers, staff, and peers.
- Follow the assessment submission guidelines, including avoiding plagiarism or cheating.
- **b) Financial Responsibilities**
- Pay tuition fees and other charges by the due dates specified in your **Written Agreement**.
- Keep copies of receipts and financial records.
- Budget responsibly for living expenses in Perth.

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- Understand that unpaid fees may lead to suspension or cancellation of enrolment.
- **c) Behavioural Responsibilities**
- Treat fellow students, staff, and community members with respect and courtesy.
- Refrain from harassment, bullying, or discriminatory behaviour.
- Follow health and safety instructions on campus.
- Respect City College's facilities, property, and resources.
- Comply with Australian laws at all times.
- **d) Visa Responsibilities (Department of Home Affairs)**

As a student visa holder, you must:

- Maintain a valid visa throughout your stay.
- Maintain **Overseas Student Health Cover (OSHC)** for the full duration of your visa.
- Maintain **satisfactory course progress and attendance**.
- Inform City College of your **current address and contact details within 7 days** of any changes.
- Not work more than **48 hours per fortnight** during study periods.
- Ensure that your primary purpose in Australia remains study.

Failure to meet these conditions may result in **visa cancellation** by the Department of Home Affairs.

8.4 Academic Integrity

Academic honesty is essential to maintaining the value of your qualification. Students must:

- Submit original work.
- Reference all sources appropriately (using Harvard or APA style, as instructed).
- Avoid sharing answers or collaborating on individual assessments unless permitted.
- Refrain from using contract cheating services.

Penalties for academic misconduct may include:

- Reassessment.
- Written warnings.
- Suspension or cancellation of enrolment (serious/repeated offences).

8.5 Respecting Cultural Diversity

City College is a multicultural community. You are expected to:

- Show respect for different cultures, religions, and beliefs.
- Use inclusive and respectful language.
- Participate in multicultural activities and community events where possible.

8.6 Workplace Rights (For Students Who Work)

If you work while studying, you are entitled to:

- The **national minimum wage**.
- Payslips that reflect accurate hours worked.
- A safe workplace.
- Superannuation contributions (if eligible).

You must also respect employer policies, attend shifts reliably, and maintain a balance between work and study.

8.7 Consequences of Misconduct or Breach of Responsibilities

Students who fail to meet their responsibilities may face consequences such as:

- Warnings (verbal or written).
- Reassessment or academic intervention.
- Suspension from classes or campus.

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- Cancellation of enrolment and reporting to the Department of Home Affairs.

All disciplinary procedures will follow the principles of **natural justice and fairness**.

8.8 Student Acknowledgement

By enrolling at City College, students acknowledge that they have:

- Read and understood the International Student Handbook.
- Accepted the conditions outlined in the **Letter of Offer and Written Agreement**.
- Agreed to comply with City College policies, procedures, and Australian laws.

9. Useful Contacts, Resources, and Annexures

9.1 Emergency Contacts

In Australia, dial **000** for life-threatening emergencies (Police, Fire, or Ambulance).

Other useful emergency numbers:

- **Local Police (non-emergency):** 131 444
- **State Emergency Service (SES – floods, storms):** 132 500
- **Poisons Information Centre:** 13 11 26
- **Crisis Care Helpline (24/7):** (08) 9223 1111

City College 24/7 Emergency Contact Line: +61 401 325 640

9.2 City College Student Support Contacts

- **General Enquiries:** info@citycollege.edu.au | +61497834448/+61 863 888 988
- **Student Support Officer (SSO):** sso@citycollege.edu.au
- **Admissions Officer:** admissions@citycollege.edu.au
- **Accounts Office:** accounts@citycollege.edu.au

Campuses/Workshops:

- **East Perth Campus:** Level 2, 150 – 152, Adelaide Terrace, East Perth, WA 6004
- **Carlisle Campus:** 33 Archer Street, Carlisle, WA 6101
- **The Kitchen**: 5 Vasto Pl, Balcatta WA 6021, Australia
- **Automotive Workshop:** 3/39 Shields Cres, Booragoon WA 6154
- **Construction Workshop:** Unit 4/42 Gillam Drive Kelmscott WA 6111

9.3 Government and Regulatory Agencies

- **Visa and Immigration:**
  Department of Home Affairs (DHA)
  Website: www.homeaffairs.gov.au
  Phone: 131 881
- **Overseas Student Ombudsman (OSO):**
  For complaints and appeals about education providers.
  Website: www.ombudsman.gov.au
  Phone: 1300 362 072
- **Tuition Protection Service (TPS):**
  Protects international student fees.
  Website: www.tps.gov.au
- **Australian Skills Quality Authority (ASQA):**
  National regulator of RTOs.
  Website: www.asqa.gov.au

9.4 Health and Wellbeing Services

Overseas Student Health Cover (OSHC):

Students must maintain OSHC throughout their visa. Major providers include:

- Allianz Care Australia
- Bupa Australia
- Medibank Private
- NIB OSHC

Health Services in Perth:

- Royal Perth Hospital – Wellington Street Campus: (08) 9224 2244
- Fiona Stanley Hospital: (08) 6152 2222
- Health Direct (24/7 Nurse Line): 1800 022 222

Mental Health Support:

- Lifeline: 13 11 14 (24/7 crisis support)
- Beyond Blue: 1300 224 636 (mental health support)
- Headspace: www.headspace.org.au (youth support)

9.5 Legal and Consumer Support

- Legal Aid WA: 1300 650 579
- Tenancy WA (rental advice): (08) 9221 0088
- Fair Work Ombudsman (workplace rights): 13 13 94
- Consumer Protection WA (contracts, refunds, consumer law): 1300 304 054

9.5 Academic and Study Resources

- City of Perth Library: www.cityofperthlibrary.com.au
- State Library of Western Australia: www.slwa.wa.gov.au
- City College Learning Management System (LMS): https://citycollege.eskilled.com.au/login/index.php
- Study in Australia (official government site): https://www.studyaustralia.gov.au/

9.7 Transport and Travel

- Transperth (public transport): www.transperth.wa.gov.au | Info Line: 13 62 13
- Student Smart rider cards provide discounted fares for eligible students.
- Perth Airport (international arrivals): www.perthairport.com.au

9.8 Student Forms and Processes (Available via City College Admin Office or Website)

- Course Variation Form (Deferral, Suspension, Withdrawal, Transfers and Cancellation).
- Refund Request Form.
- Complaints and Appeals Form.
- Student Request Form (holiday letter, enrolment confirmation, family invitation).
- Re-assessment and Re-enrolment Forms.
- Release Letter Application Form – (Course Variation Form) (for transfers).

9.9 Glossary of Key Terms

- **AQF:** Australian Qualifications Framework – national system of qualifications.
- **ASQA:** Australian Skills Quality Authority – regulator of RTOs.
- **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- **ESOS Act:** Education Services for Overseas Students Act 2000 – law protecting international students.
- **LMS:** Learning Management System – City College's online learning platform.
- **RTO:** Registered Training Organisation – provider approved to deliver nationally recognised training.
- **TPS:** Tuition Protection Service – protects international student tuition fees.

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Document History

Version #	Date	Nature of Amendment	Approved by
CC_ISH_02_V.01	June 2024	Finalized	CEO
CC_ISH_02_V.1.1	May 2025	Designation, Emails, and Address Updation	CEO
2.0	July 2025	Updated as per updated Standards 2025	CEO
2.1	Mar 2026	Key Personnel Update and 2027 Public Holiday	CEO
2.2	Jul 2026	Reviewed and aligned Mission and Vision	CEO
2.3	22 Oct 2026	Updated the Student Transfer Policy to reflect the temporary extension of the transfer restriction period from six (6) months to twelve (12) months for non-school sector students, applicable until 30 June 2027, with the restriction reverting to six (6) months from 1 July 2027, subject to legislative changes. Kitchen Workshop: Updated workshop address to reflect the revised location. Added current Finance Manager's details	CEO

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