



# Equinim College

## INTERNATIONAL STUDENT HANDBOOK

**BSB50120 Diploma of Business**



**Head Office:**  
Suite 2.01, Level 2  
15 Blue Street  
North Sydney NSW 2060

**Phone:** 1800 338 883  
**Email:** [team@equinimcollege.com](mailto:team@equinimcollege.com)

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## Welcome to Equinim College

Equinim College is dedicated to your experience as a student with us.



### 1. ABOUT US

At Equinim College, our hand-picked College team is focused on you as a student.

Our Educators and Student Admin Team are here to offer you support and mentoring as needed throughout your studies – and to us this is not just talk – it is our purpose as an education provider.

Our teaching style and our learning materials reflect our dedication to you and your experience with us, and what you take away with you when you graduate.

To us, your learning is about so much more than ticking a box. It is about you developing to the full extent you want to, through your study. Equinim College's role is to stand beside you and back you throughout your studies.

Equinim College is a Registered Training Organisation (RTO Number 45758). The Equinim College founding team has more than 10 years' experience in vocational education and training and our quality is renowned.



## 1.1 The History of Equinim College



Our founding team has 30 years' experience in business. Our highly qualified executive team has multiple decades of experience between them in business, service delivery, and education, both domestically and in a high level, international context.

Our Trainers and Assessors are a superb team of experts in their field who have extensive experience in their industry. Our Administrative and Student Services team is dedicated to the service they provide consistently to our students.

Together, the whole of Equinim College brings a professional, depth of care and commitment to the education of each and every Equinim College student. All of this expertise and purpose is behind Equinim College and shapes and supports your experience with us.

## 1.2 Equinim College's Exceptional Training

We provide flexible and workplace relevant training.

Our training is practical, thorough and at the leading edge of industry. Equinim College operates ahead of the curve – with our finger on the pulse of every industry we work in, we respond to what is needed and we educate in a way that puts our students well ahead of the minimum standard.

Our Team is focused on supporting you.

If at any time you have any queries regarding your course of study, please do not hesitate to contact us. We welcome hearing from you.

This Student Handbook provides you with information of an administrative and general nature which is important to you if you are intending to study as an international student with Equinim College.

## 2. WHAT WE OFFER

### 2.1 Nationally Recognised Training

Equinim College is approved to deliver nationally recognised training.

This Handbook relates to education and training in Business:

- BSB50120 Diploma of Business

This Handbook contains an outline of important information in relation to the above course. You can find further information about your course on the Qualification Fact Sheet on our website for the above qualification.

## 3. ANY QUESTIONS?

If you have any questions at all, please do not hesitate to ask us. Our full contact details are set out below.

Throughout your study, it is a very genuine joy for us to support you to develop and grow through learning with us. We offer you support educationally, administratively, and with any learning needs you may have.

### Contact Us

#### Administration Details

RTO Details:	Equinim College Pty Ltd (RTO Code 45758)
Telephone number:	1800 338 883
Business hours:	Monday to Friday, 9:00am to 5:00pm (AEST/AEDT)
General and student email address:	<a href="mailto:team@equinimcollege.com">team@equinimcollege.com</a>
Website:	<a href="http://www.equinimcollege.com">www.equinimcollege.com</a>
Equinim Learning Hub:	<a href="http://www.equinimcollege.com/student">www.equinimcollege.com/student</a>

A login and password to the Equinim Learning Hub and your online learning and assessment materials is provided to you upon confirmation of enrolment and activation of your course materials.

#### 4. THE EQUINIM COLLEGE COURSE

##### 4.1 Course Structure: BSB50120 Diploma of Business

Our course is structured with a specific focus on developing students who are job ready upon graduation. This means you can join the industry ready to begin everyday professional work.

Your course is primarily studied on campus, at one of our hand selected, premium venues. You will learn in class from an Equinim College Trainer/Assessor. You will also undergo assessments in class. Your learning also includes access to the Equinim Learning Hub, our interactive learning platform designed to support different learning styles. Our entire course structure is designed to support you and your learning.

BSB50120 Diploma of Business (52 weeks)

Trimesters	UNITS ALIGNED TO SUBJECT AREAS	Progress
---	Enrolment and Student Induction	
SUBJECT 1 Business Approach and Capacity Trimester 1 (4 months)	BSBPEF502 Develop and use emotional intelligence BSBCRT511 Develop critical thinking in others	Online learning Video Training Simulated Environments
SUBJECT 2 Budgets, Finance and Resources Trimester 1 (4 months)	BSBFIN501 Manage budgets and financial plans BSBOPS501 Manage business resources	Online learning Video Training Simulated Environments
SUBJECT 3 Projects and Meetings Trimester 2 (4 months)	BSBPMG430 Undertake project work BSBTWK503 Manage meetings	Online learning Video Training Simulated Environments
SUBJECT 4 Business Risks and Sustainability Trimester 2 (4 months)	BSBOPS504 Manage Business Risk BSBSUS511 Develop workplace policies and procedures for sustainability	Online learning Video Training Simulated Environments
SUBJECT 5 Lead Communication and Onboarding Trimester 3 (4 months)	BSBHRM525 Manage recruitment and onboarding BSBXC501 Lead communication in the workplace	Online learning Video Training Simulated Environments
SUBJECT 6 Projects and Customers Trimester 3 (4 months)	BSBCRT512 Originate and develop concepts BSBST501 Establish innovative work environments	Online learning Video Training Simulated Environments

## 4.2 Qualification Facts



We are a transparent college. We want you to know exactly what your course entails, and you are welcome to ask any questions at any time. We are here to support you throughout your enrolment and your studies and look forward to hearing from you.

To Equinim College the most important thing is our students and their development.

Please see the Qualification Fact Sheet for your chosen qualification on our website, at <https://www.equinimcollege.com>. This contains important facts about your qualification, as well as Equinim College's training and assessment.

All of the information on the fact sheet is available on our website and/or elsewhere in our Student Handbook but is gathered together in the fact sheet for your reference, either as a prospective student deciding whether to enrol with Equinim College in a particular course or an enrolled student.

You should read the Qualification Fact Sheet carefully. Please do not hesitate to ask us if you have any further questions at all.

## 4.3 Study Method

At Equinim College we offer an on campus mode of study for your course as an international student. In addition, students also study at home via the Equinim Learning Hub – our custom built, state of the art, online learning platform.



## 5. OUR SUPPORT FOR STUDENTS

### 5.1 Our Student Service Commitment



To ensure that we provide training and assessment services that meet the needs of students and industry we:

- employ a sufficient number of suitably qualified and experienced Trainers/Assessors
- use tailored training facilities for educational purposes
- ensure sufficient opportunities for learning in appropriate environments
- apply suitable resources
- use assessments that are fair and flexible, and
- use assessments that are valid, enabling you to demonstrate competence in a variety of ways, and are consistently applied.

Equinim College reserves the right to change, reschedule or cancel a subject or course and should this occur, students who were enrolled in the changed, rescheduled or cancelled subject or course will be offered alternate dates (if the course is being rescheduled). Students shall be transferred to another course, or subject, as the case may be, and if such transfer does not proceed, are entitled to receive a refund of unspent tuition fees. Details are outlined in the Fees, Charges and Refunds Policy and Procedure-International Students, available on our website, [www.equinimcollege.com](http://www.equinimcollege.com).

Equinim College guarantees to complete the training and/or assessment once the student has an active enrolment in their chosen qualification or course.

When a course has commenced, in the unlikely event that Equinim College defaults on its ability to deliver, then under the obligations applicable to all education providers, Equinim College must either place the student into an alternative course, or refund affected students any unspent tuition fees in the situations stipulated by Government. Placement into an alternative course may be with Equinim College, if that course is not subject to default, or with another provider. Equinim College shall comply with the terms of the Provider Default Policy and Procedure-International Students, available on our website, [www.equinimcollege.com](http://www.equinimcollege.com).

## 5.2 Student Support Services

Equinim College is dedicated to providing a high standard of service to students. We provide support in the following areas:

- Academic support
- Learning and special needs support
- Administrative support

Support may include, but is not limited to:

- pre-enrolment materials
- study support
- referrals to English language resources or programs
- learning resources
- counselling services or referrals to these services
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print for any special needs

Your questions and feedback are important to us at all times throughout your study.

Students can contact our Student Services Team by phone during office hours (on 1800 338 883, Mon-Fri 9:00am-5:00pm AEST/ADST), or by email (at [team@equinimcollege.com](mailto:team@equinimcollege.com)). Your feedback and questions are very important to us and we will always respond as promptly as possible.

Should students require further support, Equinim College can assist in identifying the appropriate support service as well as organising access to such services, where possible. Services referred to may include but are not limited to English language skills, and counselling in relation to your course. It should be noted that such services may require an additional fee to be paid to the service provider. Such fees are the responsibility of the student, and are not covered by your tuition fees.

Please advise us as soon as possible if you would like to defer, suspend or cancel your enrolment for any reason. To do so, you will be required to complete a Course Cancellation Request Form (to cancel your course) and a Special Consideration Request Form (to defer or request a refund outside the permitted notice periods as stipulated in the Fees, Charges and Refunds Policy and Procedure-International Students). These Forms are available on the website, [www.equinimcollege.com](http://www.equinimcollege.com). See also the Deferral, Cancellation and Suspension Policy and Procedure-International Students.

## 6. STUDENT ENROLMENT INFORMATION

### 6.1 Enrolment Requirements



For enrolments please call the Course Enrolment Line on 1800 338 883.

Please note that fees are subject to change and students are required to confirm current fees with Equinim College Administration prior to enrolment. Current fees are as published on the Equinim College website from time to time.

International students' fees and due dates are set out in the Letter of Offer an international student receives from Equinim College before they are enrolled. International students' tuition fees are payable in instalments, with no more than 50% of the total tuition fees being due and payable on enrolment. A student can pay more than 50% of tuition fees up front if they sign and return to Equinim College an election form to do so. Ask our Student Services Team if you require a copy of this form. For information on our fees, please see the fees page on our website. Please also see our Fees, Charges and Refunds Policy and Procedure-International Students, which is available on our website at [www.equinimcollege.com](http://www.equinimcollege.com).

No payment may be made for your course until you have received a Letter of Offer and have then accepted, signed and returned your Course Acceptance Agreement. Your enrolment payment amount is then due. Your Letter of Offer will also outline when future payments are due. Payments may be made by credit card or direct deposit into the Equinim College bank account. Please contact our Administration team on 1800 338 883 for the account details for deposits or to make a credit card payment. Please do not enclose cash payments in the mail or send credit card details by email.

## 7. FEES OPTIONS

### 7.1 Fees and Charges

It is Equinim College's policy that candidates will not be 'surprised' by unexpected requirements, fees or expenses. Your responsibility for payment is limited to:

- your course enrolment fee (your 'Student Fees' or 'Tuition Fees');
- administration fees (as detailed in the 'Administration Fee Schedule'); and
- certain items for personal use during your studies which you are required to organise and pay for (as detailed in the 'Charges not included in your tuition fees' document).

Student Fees are fully provided on our website, and are listed in the Letter of Offer you receive from us before enrolment. Student Fees cover everything listed in the "What Student Fees include" section below. What Student Fees do not include is also detailed below.

Administration fees are detailed in the Administration Fee Schedule available on our website, at [www.equinimcollege.com](http://www.equinimcollege.com). Likewise, the Charges not included in your tuition fees are available on our website, at [www.equinimcollege.com](http://www.equinimcollege.com).

The Administration Fee Schedule and Charges not included in your tuition fees may be changed by Equinim College at any time without notice but any change will be published on our website, available for download at [www.equinimcollege.com](http://www.equinimcollege.com).

Payment of the first instalment of your Student Fee is required to secure enrolment into the course. Each relevant fee must be paid in advance of commencing the part of the course to which that fee or instalment relates. All required student learning material is included in the course fees, as set out below. Due dates for fee payments are set out in your Letter of Offer.

### 7.2 What Student Fees include:

- Access to all on campus classes at the enrolled campus, as applicable
- Support provided by an Equinim College Trainer/Assessor on campus
- Any additional support provided by an Equinim College Trainer/Assessor, e.g. tuition and coaching
- Subject manuals and learning materials, whether provided on campus or accessible via the Equinim Learning Hub
- Assessment activities and assessment materials, for assessment in class
- Assessment activities and assessment materials accessible via the Equinim Learning Hub
- Videos forming part of learning material (where applicable, as included in materials accessible via the Equinim Learning Hub)



### 7.3 What Student Fees do not include:

- Administration fees for matters such as ordering replacement documents, rescheduling classes or requesting an extension, and other matters as detailed in the 'Administration fees schedule', downloadable from our website at [www.equinimcollege.com](http://www.equinimcollege.com).
- Laptop or other suitable device for use in class on campus for both learning and assessment, with an installed Microsoft Office suite, at least 2016 version. Students bring their device on campus entirely at their own risk.
- Laptop or home computer (or access to a computer), internet access and other IT equipment, for study at home. At the student's choice, the same device may be used for on campus class work and at home work. Note internet access (with a minimum upload speed of 0.6 Mbps) is required for participation in the Equinim Learning Hub.
- For further details see the 'Charges that are not covered by your tuition fees' document, downloadable from our website at [www.equinimcollege.com](http://www.equinimcollege.com).

For more information on any of the items in the Administration Fee Schedule or the 'Charges not covered by tuition fees' document please visit our website or contact the Equinim College Administration office on 1800 338 883.

## **8. ENGLISH LANGUAGE PROFICIENCY AND SPECIAL NEEDS**



Equinim College understands that all students are individuals with different life experiences and varying English proficiency skills. Equinim College recognises that reading, writing, listening, speaking and understanding English are integral skills required for work and are therefore an important component of training.

An international student undertaking a course with Equinim College must pass an English proficiency test approved by the Australian Government for international students. Details are provided in the Enrolment Guide for International Students. Students who need assistance prior to undertaking that test, or who have not succeeded in that test, can contact Equinim College and enquire about support available. Support can include enrolment in an ELICOS registered course with a registered ELICOS provider (at a cost to the student) as well as various informal means of support available. See also the International Student Orientation Booklet for more details.

Prior to finalisation of enrolment and accessing of learning and assessment materials, students are required to complete a form requesting information in relation to schooling and prior education and any special needs a student may have. In addition, students are interviewed as part of an additional, internal check by Equinim College as to preparedness to undertake the course. If any potential issues are identified, a pre-enrolment interview may be arranged with an Equinim College Special Needs Officer or Trainer/Assessor. The Equinim College Team may refer the student to additional support and resources as needed to support them pre-enrolment or, if required, refer them to an appropriate third party for appropriate services and support. Any such referral will be at the cost of the student. Equinim College encourages students with

special needs and/or English proficiency concerns to discuss this with our Student Services Team.

Equinim College will provide students with additional learning support during the course if required. Students may schedule learning support with a Trainer/Assessor during their scheduled time on campus. Students also have access to the Student Services team which provides assistance of an administrative nature. Students' first call for support should be with their Trainer/Assessor on campus.

## **9. RESOURCES**

### **9.1 Resources required by students**

Students are required to bring a laptop or other device to class for learning and assessment purposes. That laptop or other device (such as an iPad) must have installed Microsoft Office suite, 2016 version or later. Students are solely responsible for their equipment and devices at all times, and bring all devices and equipment to class entirely at their own risk.

Students also require access to a computer and internet to be able to login to the Equinim Learning Hub from home. They must have the software to use PDF/Word files. The same device can be used in class and at home, at the student's choice. All devices or equipment for this purpose are at the student's own cost. Students require internet service from home, with a minimum upload speed of 0.6 Mbps. Contact us on 1800 338 883 if you have any concerns in this regard.

### **9.2 Human Resources Team**

Our team at Equinim College includes:

- Executive Team
- Trainers and Assessors – who comply with the Standards for Registered Training Organisations (RTOs) 2015; hold both the required Training and Assessment qualification and the industry qualification, or equivalent, of what they are delivering or assessing; have been trained by Equinim College as a Trainer/Assessor of Equinim College, and currently work in the industry.
- Operations Manager
- Student Services Team
- Administration staff

### **9.3 Equinim Learning Hub**

You will undertake learning and assessment in the classroom, at your Equinim College campus. Your primary point of contact during your course will be your Trainer/Assessor on campus.

In addition to your learning and assessment on campus, you will undertake additional learning and assessment from home, via our online learning environment, the Equinim Learning Hub.

You can easily login to the Equinim Learning Hub via the student login tab on the website home page, using the login link on that page. Enter your email and password to login. Your login details will be given to you on confirmation of your enrolment.

The Equinim Learning Hub contains information such as timetables, access to learning and assessment materials, assessment tasks, and messages to you from the College from time to time. It contains a useful, online set of resources for you.

The Equinim Learning Hub is regularly updated. Please take the time to browse the Hub content and re-visit it frequently during your study, as important messages regarding your study are posted there and these can change from time to time. It is your responsibility to keep up with messages that are posted.

Your Trainer/Assessor will also give you important notices and updates in class, however not all notices that are published in the Hub may be shared by the Trainer/Assessor in class, hence it is important that you check your Hub regularly.

It is also your responsibility to regularly check your timetable in the Equinim Learning Hub and confirm enrolled class dates and times, as these can change from time to time.



## 10. COMPETENCY BASED TRAINING & ASSESSMENT



Students enrolled in training which will lead to either a Statement of Attainment or Certificate (testamur) for a qualification are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that you can perform or demonstrate the required skills and knowledge. Assessments are conducted throughout the training period from a range of different activities and situations.

As an example, assessment activities may include:

- Written assessments such as Short Answer & Multiple Choice questions, Assignments, Reports and/or Projects
- Completion of case studies, role plays and/or similar activities
- Demonstrations of practical skills and knowledge

Students will be given feedback on assessment activities where applicable. Rather than using a marking scale, competency based assessment determines a student as “competent” or “not yet competent”.

Assessments required for each unit are detailed in the course material provided for each subject. All assessments included in assessment materials are summative and are therefore required to be satisfactorily completed to demonstrate evidence of competency in a given unit and subject. All formative assessments are included in the student learning material. There may be some assessment activities such as Role-plays, Assignments or Projects, and Demonstrations which are completed over time.

## 10.1 Submitting Assessment Activities



Students are required to submit all assessment activities when due, to demonstrate an ongoing commitment to their studies. Our experience shows that students who complete regular assessments are more likely to successfully complete their studies. Making the required progress in your course is not only vital for your successful course completion, but it is also mandatory in order to maintain your student visa.

If you do not meet any deadline for your assessments during your course, Equinim College reserves the right to suspend your course, or dismiss your enrolment at Equinim College's sole discretion. See the Deferral, Cancellation and Suspension Policy and Procedure-International Students, available on our website, [www.equinimcollege.com](http://www.equinimcollege.com).

Upon completion of assessment, if a student is found to have an unsatisfactory result, then a resubmission for reassessment is required. Re-submission of any multiple choice questions may occur as many times as a student needs, within reason and at no additional cost to the student. For other assessments, where the student has failed their first attempt, the student will be given one re-sit opportunity free of charge. If the student does not achieve a competent or satisfactory result in the re-sit, any further re-sit will be charged to the student (as per the Administration Fee Schedule) and depending on the circumstances, Equinim College may require the student to re-enrol in the relevant subject and re-attempt it in the next semester.



## 11. YOUR STUDY



### 11.1 Your Study Materials

Your subject materials will be made available to you in class, as your primary method of learning and assessment.

In addition, study materials will be made available to you online via the Equinim Learning Hub following your enrolment.

### 11.2 Study Questions

If at any time during your study you have any questions relating to your study please raise these with your Trainer/Assessor in class. You can also forward questions to the College in relation to assessments on the Equinim Learning Hub via one of the following methods:

**Hub:** Using the contact form via the My Support tab in the Equinim Learning Hub

**Email:** [team@equinimcollege.com](mailto:team@equinimcollege.com)

Subject Title: ATT: Education Support - Student Question(s)

For questions in relation to your online learning and assessment please include:

Subject number and title

Module number and title

Section number and title

Question number and detail of assessment you are enquiring about

**Phone:** 1800 338 883 (AEST/AEDT)

## **12. FEEDBACK**



Your feedback is very important to us.

### **12.1 Course Evaluation**

We value and welcome all feedback from our students and graduates. During your training you will be asked to provide your thoughts and comments on the training received. Equinim College encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service they have received. We welcome your feedback at any time. Please email: [team@equinimcollege.com](mailto:team@equinimcollege.com) or call us on 1800 338 883.

## **13. NATIONALLY RECOGNISED TRAINING**

Equinim College is a Registered Training Organisation (RTO) and registered CRICOS provider and follows the guidelines as set out by the Australian Qualifications Framework (AQF). On completion of your studies you will be issued with a nationally recognised qualification, after all assessment and requisite checks are completed by Equinim College.

Nationally recognised qualifications are highly valued by employers and are sought after by those developing a career. This qualification is like a "stamp of approval" by the issuing body of the fact that you have completed training and assessment that meets the requirements of the Training Package and therefore the requirements set by industry for your chosen qualification.

For details on nationally recognised training Equinim College offers, please refer to our website, [www.equinimcollege.com](http://www.equinimcollege.com).



## 14. YOUR QUALIFICATION



### 14.1 Your Results

All students will receive their assessment feedback and result within 21 working days of receipt of submission.

Once you have completed all required assessments for your course, your work will proceed to be signed off by an Equinim College Assessor as detailed in the next section.

Please note: If you are eligible for and require a Statement of Attainment to be issued during your enrolment, for completion of the relevant units of study, you will need to notify the Equinim College office. A Statement of Attainment records completion of units within a qualification, which are towards the full qualification (but where the full qualification has not yet been attained). In other words, a Statement of Attainment is an RTO official record of what units have (at that point) been attained. If required, a Statement of Attainment will be issued within one month of receipt of the relevant request and sign off by an Equinim College Assessor that all relevant requirements for the particular units of competency have been met.

Note that in order to receive a Statement of Attainment for a particular unit of competency, all requirements of that unit must have been met.

Call us on 1800 338 883 for more details.

### **14.2 Academic Transcript (Record of Results)**

On completion of your course, after completion of all assessments and necessary checks by the Equinim College Team, you will receive an academic transcript. This is an official statement of your results (Record of Results), listing the competencies completed for the qualification being issued. This transcript is confirmation of having completed the relevant qualification and can be provided as evidence of having done so, such as when applying for membership with an Association, if relevant, or gaining insurance. Your academic transcript will be automatically emailed to you after all assessment tasks have been completed for all subjects and signed off as satisfactory by an Equinim College Assessor. Please allow up to 4 weeks for the issue of your academic transcript, after the Equinim College assessment and issuance teams have confirmed your completion and readiness for graduation.

### **14.3 Qualification Certificate**

Once your Record of Results has been issued, Equinim College will order your qualification certificate, and forward it to you via Australia Post. All certificates are issued in A4 format.

Your qualification certificate can be displayed as confirmation that you have completed nationally recognised training with Equinim College.

Please allow up to 4 weeks for the issue of your qualification certificate, after the Equinim College assessment and issuance teams have confirmed your completion and readiness for graduation.

## **15. RE-ISSUING QUALIFICATION CERTIFICATE/RECORD OF RESULTS**

In the event of a lost or damaged Equinim College certificate, record of results or statement of attainment, the student or graduate may contact Equinim College to order a replacement.

Students must provide proof of identity including their student identification number in addition to other personal identification information. Refer to the Administration Fee Schedule (downloadable from our website, at [www.equinimcollege.com](http://www.equinimcollege.com)) for applicable fees. It may take up to four weeks for a copy award document, record or statement to be completed and issued.

## 16. PRIVACY

We handle your personal information in accordance with the requirements of the *Privacy Act 1988* (Cth) and the *Student Identifiers Act 2014* (Cth) and as governed by our Privacy Policy and the Privacy Notice - Data Collection as set out below. This notice and our Privacy Policy are also downloadable from our website, at [www.equinimcollege.com](http://www.equinimcollege.com).

### 16.1 Privacy Notice – Data Collection

#### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) or CRICOS registered course with us.

We will never force you to provide your personal information, however, if you do not provide the personal information as requested in our relevant form(s), we will not be able to enrol you as a student.

#### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as a RTO and CRICOS provider.

#### How we disclose your personal information

As an international student, we are required to disclose your personal information and study data to the Commonwealth Government of Australia via its system PRISMS. This data is passed through that system to Government Departments as needed including without limitation, the Department responsible for immigration, the Department responsible for higher education and skills education or VET, the Department responsible for border control, and others as deemed needed by the Commonwealth Government of Australia. We will disclose your course progress through that system and are required to notify the Commonwealth Government of any change in your expected end date of your course, which can affect your student visa. We are also required to report to the Commonwealth Government, via that system, if you engage in misconduct in your course, or breach any condition of your student visa.

We are also required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

Equinim College does not intend to disclose your personal information to any overseas recipients.

#### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include

populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO, Equinim College, using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

If you are unable to access the DESE VET Privacy Notice at the above link, you can download a copy of that notice from the Equinim College website, at [www.equinimcollege.com](http://www.equinimcollege.com)

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Privacy Policy**

You can download a copy of the Equinim College Privacy Policy from our website on the policies page, at [www.equinimcollege.com](http://www.equinimcollege.com)

If you are unable to download a copy, you can request a PDF to be sent to you by emailing us at [team@equinimcollege.com](mailto:team@equinimcollege.com)



## Contact information

At any time, you may contact Equinim College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## Equinim College's contact details are:

- W: [www.equinimcollege.com](http://www.equinimcollege.com)
- E: [team@equinimcollege.com](mailto:team@equinimcollege.com)
- T: 1800 338 883

The Government also requires us to collect other certain personal information from students and provide it to the Student Identifiers Registrar and/or NCVER. This includes a Unique Student Identifier number (USI) and other AVETMISS data. For details of why we collect this information and what it is used for, please see the Privacy Notice - Data Collection as downloadable from our website, at [www.equinimcollege.com](http://www.equinimcollege.com)

Personal information collected may include, but is not limited to name, address, date of birth and other identifying information, as well as information in relation to your study.

The collection, use and disclosure of USIs and other AVETMISS data is protected by the Student Identifiers Act 2014 and the Privacy Act 1988 and we comply with these legislative instruments and our privacy policy in our handling of your information.

Download our Privacy Policy, the Privacy Notice - Data Collection, and the Department of Education, Skills and Employment Privacy Notice under the heading "Privacy" on the policies page of our website, at [www.equinimcollege.com](http://www.equinimcollege.com)

All of these documents contain important information in relation to your study and the privacy and use of your information.

## 16.2 Commonwealth Government Issued Information

The following Privacy Notice is published by the Department of Education, Skills and Employment. It is a Commonwealth Government document. The link to the document is: <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

## **VET Data Privacy Notice**

The Department of Education, Skills and Employment VET Student Privacy Notice below provides specific information about how the department handles a VET student's personal information.

### **Department of Education, Skills and Employment VET Data Privacy Notice**

#### **How we collect your personal information**

When you enrol as a student in a vocational education and training (VET) course, your registered training organisation (RTO) collects personal information so they can process and manage your enrolment.

Your RTO is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (the NVETR Act)) to disclose the personal information collected about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

The NCVER is authorised by law (under the NVETR Act) to disclose your personal information to us, the Department of Education, Skills and Employment (the department).

#### **How we handle and use your personal information**

The department is authorised by law, including the Privacy Act 1988 (Cth) (the Privacy Act) and the NVETR Act to collect, use and disclose your personal information to fulfil specified functions and activities.

The department will collect, hold, use and disclose your personal information for a range of activities, including:

- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The department is also authorised by law (under the NVETR Act) to disclose your personal information to:

- another Commonwealth authority
- a person engaged by the Secretary of the department to carry out an activity on behalf of the department if that authority or person satisfies any prescribed information safeguard rules for such a disclosure.

For information about the department's broader approach to handling personal information across all the areas it administers, please see the department's privacy policy.

**To correct your information**

If you would like to seek access to or correct your personal information, in the first instance, please contact your RTO.

**To make a complaint or ask a question**

If you think we may have breached your privacy you may make a complaint at [privacy@dese.gov.au](mailto:privacy@dese.gov.au). To ensure that we fully understand the nature of your complaint and the outcome you are seeking, we prefer that you make your complaint in writing.

For further information about our complaint handling processes please see our Privacy Complaint Handling Procedures. If you wish to ask a question about this VET Privacy Notice please email [VET-DataPolicy@dese.gov.au](mailto:VET-DataPolicy@dese.gov.au).

Department of Education, Skills and Employment

The above Notices and Equinim College's Privacy Policy are available for download at [www.equinimcollege.com](http://www.equinimcollege.com).

## 17. YOUR RECORDS

### 17.1 Access to Student Records

You will receive feedback on assessments conducted in class as you go. If feedback or results are not given straight away, your Trainer/Assessor will advise you in class of when marking will be complete by.

You can track your overall progress in your course by logging into the Equinim Learning Hub. You will also receive feedback on the Equinim Learning Hub in relation to assessments conducted via the Hub as well as a record of assessments completed.

We will not release your personal or study details to any third party without your consent. Please note that as part of the conditions of your enrolment, you agree to us releasing details of your study including personal details to certain government departments which require us to do so. More information is in the Course Acceptance Agreement and if you have any queries at all please do not hesitate to contact us on 1800 338 883 or at [team@equinimcollege.com](mailto:team@equinimcollege.com).

Please also note that, subject to the above, other parties will not be permitted to access your student files without prior written consent from you as the student, after your identification has been confirmed by Equinim College staff.

### 17.2 Release of Contact Details and Information

To ensure that Registered Training Organisations (RTOs) meet the national standards and offer quality training to students, the registering body conducts regular audits (or performance assessments) of RTOs and CRICOS registered providers. The audit process involves a review of a training organisation's policies, procedures, record keeping and training and assessment and management practices. On occasion the registering body may contact past and present training students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of clients and industry.

Upon request, Equinim College is required to supply to the registering body the following information in relation to students:

- Contact details including address, telephone numbers and email address

By enrolling with us, you agree to us providing such information to ASQA, the registering body, if we are requested by them to do so. ASQA may also request details of your study with us, in which case we will also supply these details.

In addition, Equinim College is required as an RTO to submit certain data in relation to students to government bodies such as the National Centre for Vocational Education Research (NCVER). Such data includes the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data and the Unique Student Identifier (USI).

On or soon after enrolment, each student is required to submit responses to AVETMISS data questions and provide a USI to Equinim College, in order to meet government requirements for study. This process is conducted via a form available upon first login to the Equinim Learning Hub.



Provision of the AVETMISS data and the USI are mandatory requirements set by the Australian Government. AVETMISS data includes personal information such as schooling, level of education and language spoken at home, plus details such as date of commencement and completion of study with us, courses and/or units enrolled in and other similar details. Further information in relation to these is available from our Administration team.

### **17.3 Change of Personal Details**

Your name and address details are held in the confidential Equinim College database. It is essential that you notify the College Student Services Team immediately of any changes to your name and address or other contact details (including telephone, mobile phone, email address and/or residential address). You will be required to provide your student ID number and other identifiers when contacting the College so that we can verify your identity. Name changes must be detailed in writing with appropriate evidence as required by the College – the College will advise you of what is required in each instance.

Please note that we communicate with students during their studies via email, SMS and post. It is very important that you keep us notified of your current contact details so that we can contact you about details of your course as well as sending your qualification certificate to the correct address. It is your responsibility to ensure your contact details are up to date with us at all times, so that you can receive communications from us regarding your study.

## **18. DEFERRAL, SUSPENSION OR WITHDRAWAL**

### **18.1 Deferral or suspension of a Subject or Course**

If you need to defer a subject or defer or suspend your course you must notify the College Student Services Team in writing of your intention using the relevant Request Form available on the website, [www.equinimcollege.com](http://www.equinimcollege.com). Fees apply. Please refer to the Administration Fee Schedule (downloadable on our website) for details, and follow the Deferral, Cancellation and Suspension Policy and Procedure-International Students. Students are required to confirm current fees and must meet any additional costs prior to recommencing their studies.

### **18.2 Withdrawal from a Subject or Course**

We understand that sometimes circumstances change and sometimes things may arise that impact on your study. You are welcome to call and talk with us about this, should this arise for you.

If you want to withdraw from your course for any reason, you should follow the Deferral, Cancellation and Suspension Policy and Procedure-International Students, on our website at [www.equinimcollege.com](http://www.equinimcollege.com).

Students agree to the terms and conditions outlined in the Course Acceptance Agreement that you sign as a condition of enrolment. If a student wishes to cancel their course, they must submit in writing their intention to cancel using the Course Cancellation Request Form available on our website, [www.equinimcollege.com](http://www.equinimcollege.com).

If you would like to request special consideration, you may do so using the Special Consideration Request Form. Policies and forms are downloadable from our website, [www.equinimcollege.com](http://www.equinimcollege.com).

### 18.3 Impact on your student visa

Students should consider very carefully the impact of any deferral, suspension or cancellation on their student visa. In some situation, a new student visa may be required to be applied for. In other situations, the student may be required to leave the country. Hence, decisions to defer, suspend or withdraw should be made after consideration of all relevant factors. Equinim College is here to support you in this regard. If any issues arise for you which make one of those options seem necessary, please call us straight away on 1800 338 883 so we can do all we can to support you.

## 19. STUDENT CODE OF CONDUCT



The Student Code of Conduct sets out Equinim College's expectations of your behaviour within courses and in relation to academic and professional integrity and sets a guide for the behaviour expected of you while undertaking all of your study wherever performed.

### 19.1 Integrity and behaviour

- Conduct yourself with professionalism and integrity at all times, so as to comply with the generally accepted standards of moral behaviour and decency;

- Comply with all Equinim College policies and procedures as available for download on our website, and as may be amended from time to time;
- Behave ethically at all times, and avoid any behaviour that would cause any unfair disadvantage or advantage to yourself or any other student;
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification, disability discrimination, religious discrimination or vilification and sexual discrimination;
- Comply with workplace harassment, victimisation and bullying regulations at all times;
- Ensure that behaviour is at least at a level acceptable to the workplace at all times;
- Comply with occupational or work health and safety regulations at all times;
- Conduct all activities that are part of or associated with your enrolled course in a safe and respectful manner and not place any other person or persons at any risk of harm, including abiding by all ethical requirements and standards;
- Never condemn, disparage or otherwise denigrate, in or through any means or medium, Equinim College, its staff, Trainers or Assessors or members of the industry or allied professions;
- Be familiar with the programs, policies and resources available at Equinim College to assist with the completion of your course;
- Not behave in any way which Equinim College at its discretion considers could or does offend another student or impair the reasonable freedom of any other person or persons to pursue their studies with Equinim College.

## **19.2 Integrity of Academic work**

- At all times strive to achieve a high level of proficiency through commitment to your studies;
- Not engage in any plagiarism, cheating or any other academic misconduct, and abide by copyright and plagiarism laws and legislation and Equinim College policy;
- At all times meet the requirements, terms and conditions contained in the Letter of Offer, Course Acceptance Agreement, and the International Student Handbook, including without limitation the payment of fees;
- Submit your work when required and keep up with all due dates for assessments;
- Attend all required classes and complete all required assessment as part of the requirement to progress through your enrolled course satisfactorily;

- Complete your enrolled course within the timeframe notified in the International Student Handbook;
- Actively participate in learning throughout your course;
- Promptly communicate any difficulties with completion of learning, activities or assessment with an Equinim College Trainer/Assessor or the Student Services Team;
- Inform the College Administration Office in advance of any intended absences;
- Keep absences within the permitted leave granted under the Student Progress Policy and Procedure-International Students;
- Inform your Trainer or the College Student Services Team immediately should you be unable to attend class due to illness or other reasons;
- Inform your Trainer or the College Student Services Team if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.

### **19.3 Equity and Respect**

- Treat Equinim College and all of Equinim College's staff, Trainers and Assessors, and other students with courtesy and respect at all times, including in all activities forming part of your enrolled course, wherever they may be performed, and in your attendance or presence on-campus in general;
- Fully respect the rights of all others to express political and religious views;
- Not engage in behaviour that is obscene, dangerous or in any way offensive to others, or could be perceived to be so;
- Not engage in behaviour that is or could be perceived by another to be discriminatory, threatening, intimidating or imposing;
- Not behave in a way that disrupts in any way or interferes with any teaching or learning activity of or at Equinim College.

### **19.4 Zero Tolerance Policy on Inappropriate Conduct**

- At all times treat all other students and persons on campus or elsewhere that you interact with in any manner as part of or in relation to your course, with the utmost of respect and in a professional manner.
- All students are required to comply at all times with Equinim College's Zero Tolerance Policy on Inappropriate Conduct, which is available for download in full from the College's website at [www.equinimcollege.com](http://www.equinimcollege.com).



### **19.5 Equinim College's reputation and resources**

- Ensure that you do not harm or do anything (by act or omission) that does or could bring into any disrepute (assessed at the sole discretion of Equinim College) the reputation or good standing of Equinim College;
- Not use technology or communications of any description or form in any way which is unlawful or which will or could be detrimental in any way to the rights, property, reputation or wellbeing of Equinim College or any other(s);
- Not engage in any conduct which is against the law, and not engage in any conduct which is corrupt;
- Use and care for all of Equinim College's resources, equipment and facilities (whether virtual/online or real) in a lawful, ethical and respectful manner.

### **19.6 Equinim College's Materials and IP rights**

- Strictly observe, respect, act at all times to preserve, and adhere to all copyright and other intellectual property rights of Equinim College, including without limitation acknowledging and agreeing that all copyright and other intellectual property rights (including all moral rights) relating to any learning, assessment or other material of any nature ("Material") whether in the online learning platform known as the Equinim Learning Hub or on any other platform or in any other form whatsoever, are retained by Equinim College at all times and nothing in this International Student Handbook, the Course Acceptance Agreement, any of Equinim College's policies and procedures or any other publication of or statement by Equinim College confers any intellectual property rights of any description on any student.
- Without limiting the foregoing, and as a condition of enrolment, no student may:
  - in whole or part, sub-licence, sell, publish, distribute, retransmit or otherwise provide access to any Material (in whole or part);
  - reproduce, republish, rearrange, adapt or modify any Material (in whole or part), or create any derivative work based on or containing any Material in any manner or using any platform or medium, or store any Material other than as expressly previously authorised in writing by Equinim College;
  - make a local copy of any Material (in whole or part), via digital or film photography or technology of content that is displayed on a screen, third-party screen-capture programs or any other means;
  - display, post, frame, rip or scrape any Material (in whole or part) for use on another website, app, blog, product or service of any nature; or
  - share any Material, in whole or part, with any third party whatsoever. Material is strictly for use by students of Equinim College only, in accordance with the instructions given by Equinim College in respect of that Material.

## 19.7 Student Code of Conduct

All students are required to comply with the Equinim College Student Code of Conduct at all times and during all activities performed as part of their study, wherever conducted, and enrolment with Equinim College is taken as an agreement on the student's part to comply with the Student Code of Conduct as published in the International Student Handbook.

Students identified as being in breach of the Student Code of Conduct will be informed in writing of the allegation and requested to respond to the allegation in writing within 7 days. If this occurs in your case, you should retain copies of any documentation submitted in your response.

The Equinim College Academic Board will review your response and may request further information or material from you, in which case you must comply with this request. Upon receipt of all requested information, if the board determines that you have breached the Student Code of Conduct, the Academic Board may, at its sole discretion:

- impose disciplinary action including a formal warning letter;
- issue an unsatisfactory result for assessments or a not yet competent finding for units;
- suspend enrolment in the course for a determinate period;
- cancel enrolment and withdraw you from the course which may be without compensation or refund; or
- impose any other sanction or take any other action that the Academic Board determines as appropriate.

The determination by the Academic Board will be issued within 21 business days of receiving your written response to the issue and any information or material subsequently requested by the Academic Board. The decision of the Academic Board is final. In cases of extremely serious breaches of the Student Code of Conduct of a criminal nature the board must, where required by law, refer the matter to the appropriate authorities which may include the police.

Any deferral, suspension or cancellation of your enrolment is subject to the Deferral, Suspension and Cancellation Policy and Procedure-International students.

## 19.8 Administrative matters:

- Students are required to notify the College Student Services Team immediately of any change of name, mailing address, email address or telephone number.
- Students are required to attend 100% of classes.
- Students who miss a class or do not attend 100% of a class must contact the College's Student Services Team to determine what make-up time is required. See the Student Progress Policy and Procedure-International Students for permitted leave, which must be notified to Equinim College in advance.

- If a student misplaces any hard copy practical subject manual or workbook and requests a replacement, a fee will be charged as per the Administration Fee Schedule which is available as a download on the College's website.
- Assessment results will not be given over the telephone. For assessments completed in class, students will be advised of assessment results either in person by their Trainer/Assessor, or via the Equinim Learning Hub. For assessments completed in the Equinim Learning Hub, students will be advised of assessment results by email in writing or via the Equinim Learning Hub.
- Assessment documents will not be returned to students. Students should keep a copy of their assessment material.
- The College Administration Office is unable to provide students with the address, email address and/or telephone number of other students or Trainers/Assessors.
- Equinim College reserves the right to amend timetables as it sees fit from time to time and to cancel classes. It is the student's responsibility to check their timetable in the Equinim Learning Hub before each class.
- College administration hours for making enquiries are: Monday to Friday 9:00am – 5:00pm (AEST/AEDT).

### **19.9 Exclusion from participation**

- Equinim College reserves the right to exclude a student from further participation in the course, where in the opinion of Equinim College:
  - The student has refused or neglected to comply with the terms of the Letter of Offer, the Course Acceptance Agreement, any policy or procedure of Equinim College as published on its website, or this International Student Handbook; or
  - The student has breached the Student Code of Conduct and/or brought or been likely to bring the industry the course relates to, Equinim College, or any of its officers, representatives or agents, into any disrepute (determined at Equinim College's sole discretion) whether now or in the future.

## **20. SUMMARY OF KEY POLICIES**

### **20.1 Access & Equity Policy**

- Equinim College is committed to delivering training that is:
  - Equitable for all people through the fair allocation of resources and involvement in vocational education and training;
  - Providing equal opportunity for all people;
  - Providing access to appropriate quality vocational education and training programs and services;

- Providing support services which enhance achievement of positive outcomes
- Equinim College encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.
- Programs are designed to enhance flexibility of delivery in order to maximise the opportunity for access and participation. Further details are set out in the Access and Equity Policy and Procedure, and the Accessibility Policy and Procedure, downloadable from our website, [www.equinimcollege.com](http://www.equinimcollege.com).

## **20.2 Plagiarism and Cheating**

- Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions (pictorial, words or otherwise) and representing them as your own.
- Cheating is copying someone else's work - sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment, in part or full.
- The consequences of being caught plagiarising or cheating may include: repeating the entire subject, suspension from the course and possible cancellation of your course without refund. The consequences are imposed at Equinim College's discretion.
- With adequate training and support, plagiarism should not occur. This handbook is your notice that plagiarism is not permitted and that all work submitted must be your own.
- Cheating is a different situation and is usually 'cut and dry' with no defence. As always, any student who has been identified as allegedly having plagiarised or cheated will have the ability to access the complaints and appeals process at no cost to themselves. See the Complaints and Appeals Policy and Procedure-International Students, downloadable from our website, [www.equinimcollege.com](http://www.equinimcollege.com).

## **20.3 Sexual Harassment**

- Sexual harassment is bullying or coercion of a sexual nature, or the unwelcome or inappropriate promise of rewards in exchange for sexual favours. Sexual harassment is illegal, and will not be permitted in or around any environment used for your studies. Harassment can include "sexual harassment" or unwelcome sexual advances, requests for sexual favours, and other verbal or physical harassment of a sexual nature.
- All representatives of Equinim College are required to note and agree to comply fully with the regulations and legislation preventing sexual harassment and ensure that all students are made aware of and comply with such regulations and legislative requirements.

The guidelines are:

- Sexual harassment includes but is not limited to:
  - Making unsolicited and unwelcome written, verbal, physical or visual contact ("Unsolicited Contact") with sexual over-tones (for example: jokes, slurs, assault, touch or postures). Note that this is the case, even if the person making the



Unsolicited Contact believes they are not causing any harm and/or intended it as a joke. Students should note well that any Unsolicited Contact is prohibited.

- Without limiting the foregoing, continuing to express sexual interest after being informed that the interest is unwelcome.
  - Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response (for example, suggesting a poor performance report or feedback will be given).
  - Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment or feelings of another.
  - Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks in return for sexual favours of any description.
- Sexual harassment of any manner or description is not tolerated at Equinim College. These policies against harassment apply to both the training and work environments for students, clients, staff and contractors. They apply to all locations in which study or work is undertaken.
  - Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which may include warnings, reprimand, suspension, dismissal or cancellation of enrolment or contract and withdrawal from the course, at Equinim College's sole discretion. The Deferral, Cancellation and Suspension Policy and Procedure-International Students applies.

#### **20.4 Discrimination**

- Discrimination is the prejudicial and/or distinguishing treatment of an individual based on their actual or perceived membership in a certain group or category, in a way that is worse than the way other people are usually treated. It involves restricting a person or members of one group from opportunities or privileges that are available to others or another group, leading to the exclusion of the individual or group.
- Equinim College will treat every student fairly and without discrimination and students are expected to treat each other and Equinim College staff fairly and without discrimination.
- Equinim College is committed to ensuring that all of its representatives, clients and students are treated fairly and equally in their employment and training.
  - All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.
  - Trainers are accountable for the implementation of this policy.

- Equinim College and its representatives endeavour to provide an environment, which is free either directly or indirectly from any form of discrimination, harassment, insult, ridicule, victimisation or bullying.
- Further details are set out in the Access and Equity Policy and Procedure, downloadable from our website, [www.equinimcollege.com](http://www.equinimcollege.com).

## **20.5 Complaints and Appeals**

- Equinim College is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result or any decision Equinim College has made, they are encouraged to do so by using the following process.
- Equinim College uses a systematic approach to dealing with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias in a professional and fully documented manner.
- Equinim College ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions which affect the student's progress.
- All reasonable effort will be made by Equinim College to resolve any student's complaints or concern. To this end, students should refer formal complaints/concerns to the Student Services Team using the Complaints and Appeals Form.
- Equinim College guarantees that any student who lodges a complaint or appeal will not have their enrolment cancelled, suspended or deferred whilst their complaint or appeal is being processed.
- In relation to complaints or appeals:
  - All students have the right to lodge a complaint or appeal.
  - All students have the right to natural justice in the handling and determination of any complaint or appeal lodged by them.
  - Upon receipt, Equinim College will notify the student that their complaint or appeal has been received.
  - All complaints and/or appeals will be dealt with in accordance with our Complaints and Appeals Policy and Procedure-International Students
- The policy is downloadable from our website, [www.equinimcollege.com](http://www.equinimcollege.com).

## **20.6 Credit Transfer (National Recognition)**

- If you have previously completed any units of competency that are identical to any units in your course with Equinim College, you may apply for Credit Transfer (National Recognition), using the National Recognition Application Form, available as a download on our website, [www.equinimcollege.com](http://www.equinimcollege.com). For Credit Transfer (National Recognition) to be awarded, the unit(s) you have attained must be identical to the one(s) required under the Equinim College course, and must have been completed with a Registered Training Organisation in Australia under the Australian Qualifications Framework, evidenced by a nationally recognised training certificate. There is no charge for Credit Transfer (National Recognition).
- If you have completed non-identical units of competency, you may apply for Recognition of Prior Learning (RPL).
- Below is how this works, and the distinction between the two:

- Credit transfer (National Recognition) for identical units: Automatic credit transfer applies to identical units of competency, and there is no mapping/evaluation required.
  - Credit transfer (National Recognition) for equivalent units: For non-identical units of competency, previously completed units may be considered equivalent where learning competencies and outcomes clearly map across to the target unit, for instance where a unit has been superseded by another unit but has been deemed equivalent to the new unit (as listed on [www.training.gov.au](http://www.training.gov.au)). An Equinim College Assessor will review the unit or course you have completed to determine coverage via mapping of the evidence requirements of the target unit(s).
  - Recognition of Prior Learning (RPL): By contrast, RPL involves assessment of your competency, however obtained, e.g. through past work or life experience and can award recognition where you are deemed competent. See the following section for more details.
- If you think you may be eligible for a credit transfer (National Recognition) you will need to provide the following:
    - A completed National Recognition Application form, available from our website, [www.equinimcollege.com](http://www.equinimcollege.com);
    - a certified copy of the original Statement of Attainment or Record of Results (academic transcript) awarded by the RTO you studied at, certified by a person authorised to witness a statutory declaration in your state or territory; and
    - a certified copy of the original testamur (qualification certificate) for your prior qualification, awarded by the RTO you studied at, certified by a person authorised to witness a statutory declaration in your state or territory.
  - The Equinim College Assessor will assess the application in accordance with the Equinim College National Recognition Policy and Procedure, which is downloadable from the Equinim College website, [www.equinimcollege.com](http://www.equinimcollege.com).

## 20.7 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process of formal recognition for skills and knowledge gained through previous learning or experience such as:

- Life experience
- Previous formal learning
- Employment

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, or to obtain a copy of the RPL Candidate's Kit which contains all relevant application forms and details of what you are required to supply, please call our Administration Team on 1800 338 883. The RPL Policy and Procedure-International Students applies.

## **21. RELEVANT LEGISLATION**

All information provided by Equinim College complies with the relevant legislation applicable to Registered Training Organisations, such as, but not limited to:

- Work place health and safety legislation;
- Industrial relations;
- Insurance;
- Access and equity principles and anti-discrimination;
- Privacy;
- Copyright;
- Complaints and appeals;
- Legislation relating to the National VET Regulator and the VET industry;
- Legislation, regulations and the National Code applicable to CRICOS: the ESOS Framework;
- Australian Consumer Law;
- Fair Work Australia legislation and regulations;
- Child protection.



**22. EQUINIM COLLEGE IS COMMITTED TO ITS STUDENTS.**



Our Trainers and Assessors, and our entire Student Services and Admin Team are there to support our students in full as they undertake study with us.

To us, you are never a piece of paper or a student number – you are a person, and the service we provide to you is in full reflection of the fact that at Equinim College, our training is all about developing you, in preparation and readiness for all that lays ahead of you, in whatever career or field that you may enter.

We thank you for choosing to  
study with us.



# Equinim College

*At Equinim College, we bring our all, to support you, our students, to bring your all, to the clients (the public) you will serve on graduation. This to us, is the meaning of education.*

***Education, therefore, is about more than the basic knowledge and skills to do the job. It also is about your confidence as a worker, and your purpose in entering your chosen industry as a job-ready worker – to add value to the workplace, clients and industry as a whole. We are here to help prepare you to be that worker.***

*We value the fact that you have chosen Australia as your study destination, and we believe you deserve the very best in quality. Our entire team is geared up to support you in your studies.*

*We welcome students of all cultures and nations. We value supporting our international students to gain quality education that will prepare them for work or further study in their chosen location upon graduation.*

Equinim College  
w | [www.equinimcollege.com](http://www.equinimcollege.com)  
p | 1800 338 883  
e | [team@equinimcollege.com](mailto:team@equinimcollege.com)