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RCDC Student Handbook – Part C: Appendices

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Appendix A: Student Rules

PART 1 - PRELIMINARY

DIVISION 1 - INTERPRETATION

1. Definitions

In these Student Rules:

"Academic Board" means the body established by the Raffles College Council to provide leadership on academic policy and practices of Raffles College.

"academic penalty" means that the subject in question is awarded a failing grade.

"assessment" means work (for example, an examination, assignment, project or presentation) which a student is required to complete for any one or more of the following purposes -

- the fulfilment of an educational purpose (for example, to motivate learning, to provide feedback);
- to provide a basis for a record of achievement or certification of competency;
- to permit grading.

"Assessment Review Committee" means the meeting of staff held at the end of each teaching period for the purpose of reviewing subject results and student progression status.

"award course" means a program of study leading to the award of an accredited degree, diploma or certificate offered by Raffles College.

"cancellation of enrolment" means that a student has discontinued an award course or a program of non-award studies.

"course requirements" means the specific requirements for completing an award course and includes the following:

- the course structure;
- any conditions for enrolment in or for completion of particular subjects required for the course;
- any conditions for academic progress through the course;
- any requirements for attendance type or mode of study.

"enrolment program" means the subjects that a student selects to study in a teaching period.

"Academic Director" means the academic staff member having responsibility for the academic operation of Raffles College courses and subjects at the College.

"non-award studies" means a subject or group of subjects which a student undertakes at the College other than as part of an award course of Raffles College.

"official examination period" means a period of at least 2 weeks at the end of each semester or other teaching period designated by the Academic Director for conducting examinations.

"Program Director" means an academic staff member performing the functions of Program specified by the Chair of Academic Board or Nominee.

"Raffles College" means Raffles College of Design and Commerce.

"Teaching period" means a designated period in which the program of study and instruction for a subject or award course is undertaken.

2. Application of these Student Rules

These Student Rules apply to all students who are enrolled in an award course or a program of non-award study at Raffles College, on-campus or off-campus. Detailed explanations of policies and procedures are available from the Academic Director and on the Raffles College website.

3. Attendance type and mode

3.1. A student's attendance type is normally designated as full-time if the enrolment program for the teaching period is:

- in the case of a student enrolled in an award course, at least 75 per cent of the number of credit points for a standard enrolment program load for full-time enrolment in that course in a teaching period; or
- in the case of a student undertaking non-award studies, at least 75 per cent of the number of credit points for a standard enrolment program load designated by the Academic Director for that purpose.

3.2. If a student's enrolment program load is less than 75 percent of the number of credit points for a standard program the student's attendance type is normally designated as part-time.

3.3. Addition or withdrawal of subjects in accordance with Division 2 of Part 3 of these Student Rules may be deemed by the Student Services Manager to change a student's attendance type.

DIVISION 2 - STUDENTS' RESPONSIBILITIES UNDER THESE STUDENT RULES

4. Student responsibility for compliance with these Student Rules and other requirements

4.1. As required under the Raffles College General Rules (5.1.2), no person may be admitted as a student of the College unless he or she signs an undertaking to observe and comply with the Student Rules, student related policies and the Student Code of Conduct.

4.2 It is the student's responsibility to do all acts associated with admission, enrolment and academic progression in compliance with these Student Rules, including, but not limited to:

- providing information to the College under Student Rule 10.2 , including statistical information, contact information and a mailing address; and
- disclosing of all previous academic information; and
- paying fees and charges by the due date; and
- re-enrolling with the College when returning from deferment or at other times required; and
- submitting an appropriate enrolment program and rectifying any known discrepancies with their enrolment program within the required timeframes.

4.3. In the case of international students, the student must also comply with any requirements for enrolment or study at the College specified in the Educational Services for Overseas Students (ESOS) Act 2000 (Commonwealth), including, but not limited to -

- any requirements relating to attendance type or mode; and
- any conditions for enrolment programs and progress through an award course;
- any conditions relating to study load; and
- any conditions relating to leave of absence.

5. Identification

5.1. Each enrolled student will be issued with a Student Identity Card appropriate to the campus they are enrolled at.

5.2. Student Identity Cards remain the property of the College and are not transferable.

5.3. Each student is under an obligation to take reasonable steps to ensure that the Student Identity Card issued to them is held in a secure way and is not made available whether deliberately or inadvertently for any other person to use.

5.4. A student is required to carry his/her Student Identity Card at all times while on College premises and at such other locations as may be prescribed in the requirements of his/her course.

5.5. A student is required to produce his or her Student Identity Card on demand of an officer of the College, including but not limited to when:

- gaining entry to an examination room;
- gaining entry to and borrowing books from the College Library;
- borrowing College equipment;
- proving their identity as a student of the College.

5.6. A student who takes leave of absence, ceases to attend or withdraws from all study is obliged to return his or her Student Identity Card to the College.

5.7. A student who has lost or otherwise misplaced his or her Student Identity Card must arrange for a replacement card at the earliest practicable opportunity. A fee will apply for replacement of a lost Student Identity Card (refer to the fees and charges in part B of the student handbook). Misuse of a Student Identity Card may be dealt with under the Rules relating to Student Misconduct and related Appeals.

6. Communication

6.1. Official College notices will be displayed by the Student Services Manager on notice-boards on campus.

6.2. Students have a responsibility to acquaint themselves with official College notices communicated generally via notice-boards and correspondence communicated in print or electronically to individual students. Failing to read, misreading or misunderstanding of official information or correspondence will not be accepted as a reason for students being unaware of matters so notified.

6.3. Students have a responsibility to respond to official communication from the College in a timely manner.

6.4. Unless otherwise instructed, all correspondence to the College from a student will be addressed to the Student Services staff. Students should quote their student identification number in all correspondence.

6.5. Students will notify the Student Services staff of any change in their contact details as soon as possible, either in writing or by other designated modes of electronic student administrative services or support. The

College will not accept responsibility if official communications fail to reach a student who has not notified the Student Services staff of a change of contact details.

6.6. Notices sent by mail, whether standard or registered mail, to the mailing address provided by a student will be presumed by the College to have been received by the student.

PART 2 - ADMISSION

7. Application for admission

7.1. A person must apply for admission to the College by the method specified in the application form before first enrolling in an award course or non-award studies.

7.2. Except where specified, a person must apply for admission before each teaching period in which they propose to enrol in non-award studies.

7.3. A person who seeks to re-enrol in an award course must apply for re-admission following:

- cancellation of enrolment in an award course or program of non-award studies; or
- an unapproved period of absence; or
- a period of exclusion from an award course imposed under Part 6 of these Student Rules.

7.4. The Admissions Manager must prescribe the dates for and the manner of applying for admission to the College.

8. Criteria for admission

8.1. The Academic Board may specify general requirements to be met by a person applying for admission to the College for award or non-award studies, which will be approved by the Tertiary Education Quality and Standards Agency (TEQSA) as part of the accreditation process.

8.2. The Academic Board must specify minimum course entry requirements for each award course and may specify different requirements for different major areas of study within an award course, which will be approved by TEQSA as part of the accreditation process.

8.3. The general requirements specified by the Academic Board to be met by a person applying for admission will be listed on the application for admission form after being approved by TEQSA.

9. Offer of admission

9.1. The Admissions Manager makes offers of admission.

9.2. An offer of admission may be conditional upon the person providing documents or fulfilling other requirements specified in the offer.

9.3. The Admissions Manager may withdraw an offer of admission and reject enrolment where:

- the person fails to provide documents or to fulfil other requirements specified in the offer of admission; or
- the offer of admission has been made as a result of the provision of incomplete, falsified or inaccurate information by the person or a certifying authority; or

- the person fails to enrol in accordance with the offer of admission by the specified date.

9.4. Raffles College reserves the right to not make any offers of admission to any award course for either a specific or indeterminate period of time.

9.5. Raffles College reserves the right to discontinue or vary courses and/or subjects, arrangements for courses and/or subjects, or staff allocations at any time without notice, subject to the requirements of TEQSA, where appropriate.

9.6. Raffles College may allow students to defer enrolment following an offer of admission for a period of no more than 12 months.

PART 3 - ENROLMENT

DIVISION 1 - GENERAL REQUIREMENTS FOR ENROLMENT

10. Enrolment procedures

The Admissions Manager:

- must prescribe closing dates for submission of an application for enrolment into a program for each teaching period; and
- may prescribe an extension to the closing dates for students who may require it under extenuating circumstances. The extension date will be no later than 1 week after course commencement.

10.1. For each teaching period, the Student Services Manager must:

- publish the closing dates for addition or withdrawal of subjects; and
- specify the manner of submitting changes to the enrolment program.

11. Valid enrolment

11.1. Subject to Student Rule 11.2, enrolment in any teaching period means that the student has submitted an application for enrolment into a program for study at the College in that teaching period.

11.2. A student is validly enrolled upon:

- submission of an application for enrolment into a program for the teaching period by the specified closing date or such later time as permitted by the Admissions Manager; and
- acceptance of the application for enrolment into program by the Admissions Manager; and
- payment of fees and charges required under these Student Rules by the specified date or such later time as permitted by the Admissions Manager; and
- fulfilment of any other requirements specified in these Student Rules.

11.3. The Admissions Manager may reject a student's enrolment where the student has not met all of the requirements of Student Rule 11.2.

DIVISION 2 - ENROLMENT PROGRAMS

12. Requirements for enrolment programs

12.1. A student's enrolment program must comply with the general requirements specified in this division.

12.2. In the case of a student enrolled in an award course, the student's enrolment program must also comply with the course requirements for that award course.

13. Addition of a subject to enrolment program

Subject to the requirements of this division, a student may add a subject to their enrolment program in a teaching period if:

- the subject is added by the first week of the study period with approval from their program director or
- where the student proposes to add the subject after the first week of the study period:
- the student pays the published administrative charge (if applicable); and
- the Program Director agrees to the addition of the subject; and
- the Student Services Manager is satisfied that the student has demonstrated that exceptional circumstances for addition of the subject exist.

14. Withdrawal from a subject

14.1. Subject to the requirements of this Division, a student may withdraw from enrolment in a subject:

- by the withdrawal date published by the Student Services Manager - without academic penalty; or
- after the withdrawal date published by the Student Services Manager - with academic penalty.

14.2. Despite Student Rule 14.1(b), the Student Services Manager may permit withdrawal without academic penalty if, following advice from the Program Director or Academic Director, the Student Services Manager is satisfied that the student has demonstrated that exceptional circumstances for withdrawal from the subject exist.

14.3. Withdrawal from a subject may incur a financial penalty, in accordance with the Student Rule 27, regardless of whether withdrawal from the subject is approved with or without academic penalty.

15. Relationship between subjects

15.1. Course requirements may specify any of the following conditions for enrolment in a specified subject:

- a student must have achieved a passing grade in the prerequisite subject before enrolment in the subject;
- a student may only enrol in the specified subject only if –
    - the student also enrols in a co-requisite subject at the same time; or
    - the student has previously achieved a passing grade in the co-requisite subject;

15.2. The Program Director may permit a student to enrol in a specified subject without having satisfied the condition listed in Student Rule 15.1 if the Program Director is satisfied that the student has demonstrated sufficient knowledge to undertake the subject.

16. Maximum and minimum enrolment program load

Course requirements may specify either, or both, of the following:

- the maximum number of credit points permitted for full-time enrolment as listed in student rule 3;
- the minimum number of credit points for part-time enrolment as listed in student rule 3.

17. Time limits for completion of an award course

The Academic Board may specify time limits for completion of an award course for a student who requires it under extenuating circumstances, from the original set time limit of the course.

18. Acceptance of enrolment program

The Student Services Manager may not accept a student's enrolment in a program in any of the following circumstances:

- the student has not enrolled in accordance with their offer of admission, including, where specified, major area of study, attendance type, and attendance mode;
- except where permitted by the Chair of Academic Board, Academic Director or Program Director, as the case may be, the student has not complied with the requirements of Division 2 of Part 3 of these Student Rules;
- if the student is enrolled in an award course, the student has not met the requirements of Part 6 of these Student Rules relating to unsatisfactory academic performance;
- the student is subject to a penalty which prohibits their enrolment in the current teaching period;
- the student is in breach of any other rule of the College which specifies rejection or suspension of enrolment as a penalty.

19. Amendment of enrolment program

The Student Services Manager may amend an enrolment, after consultation with the Chair of Academic Board or nominee, if any of the following conditions exist:

- the student has not complied with the requirements of Student Rule 16;
- the student has not complied with other course requirements;
- the student cannot attend classes or meet other subject requirements due to timetable incompatibility;
- the student has not complied with any conditions of probationary enrolment imposed under Part 6 of these Student Rules.

DIVISION 3 – RECOGNITION OF PRIOR LEARNING

20. Recognition of Prior Learning

20.1. The College may specify the amount and type of credit which may be granted in award courses to recognise prior learning, and may specify different amounts of credit for different categories of award courses or students.

20.2. The Admissions Manager must specify the procedures to be followed, the documentation to be supplied, and any charges to be paid by students applying for recognition of prior learning.

20.3. The Program Director must determine the amount and type of credit to be granted for prior learning in accordance with any approved specifications.

20.4. The Academic Director must give final approval of the proposed granted prior learning from the Program Director and take any exceptional cases to the Academic Board for final approval.

DIVISION 4 - DISCONTINUATION OR INTERRUPTION OF ENROLMENT

21. Approval of leave of absence

21.1. A student may apply to the Student Services Manager for leave of absence from an award course in the manner and within the timeframe prescribed.

21.2. The Student Services Manager may approve leave of absence if:

- the student is enrolled in an undergraduate award course; and
- the student is applying for leave of absence for a period of no more than one year; and
- the student has successfully completed at least one subject in the award course; and
- the student has not previously applied for leave of absence from the award course.

21.3. The Chair of Academic Board or nominee must determine the application for leave of absence in any of the following circumstances:

- the student is undertaking a postgraduate award course; or
- the student is applying for leave for a period in excess of one year; or
- the student has had a prior approved leave of absence from the same award course.

21.4. The Chair of Academic Board or nominee may approve the application for leave of absence only if they are satisfied that the student has demonstrated exceptional circumstances for taking the leave.

21.5. A student who is granted leave of absence:

- is deemed to have withdrawn from enrolment in all subjects in accordance with Student Rule 14; and
- is not an enrolled student of the College for the approved period of absence.
- must re-enrol at the conclusion of the period of leave of absence.

21.6. A student must apply for re-admission to the award course if:

- the student does not apply for leave of absence before withdrawing from enrolment in all subjects in a teaching period; or
- the student fails to re-enrol at the conclusion of an approved leave of absence.

21.7. For international students, this rule is subject to any requirements or conditions for leave of absence specified in the Educational Services for Overseas Students (ESOS) Act 2000 (Commonwealth).

22. Cancellation of enrolment

22.1. A student must notify the Student Services Manager or Student Services staff by completing the withdrawal form and submit it to the Student Services department if he or she wishes to cancel their enrolment in an award course or non-award studies.

22.2. A student who cancels their enrolment is deemed to have withdrawn from enrolment in all subjects in their enrolment program in accordance with Student Rule 14.

PART 4 – FEES AND CHARGES

23. Imposition of fees and charges

23.1. In accordance with Raffles College General Rules (Rule 9), the College may impose fees and charges for enrolment and study at the College, or for services and facilities associated with enrolment and study, and may impose different fees and charges for different categories of students.

23.2. For each teaching period, the Finance Manager must prescribe the dates for payment of fees. A student must pay the fees specified in these Student Rules by the prescribed dates.

23.3. A student is not validly enrolled unless all fees and charges specified in these Student Rules have been paid.

24. Tuition fee

24.1. All students who enrol in a subject or subjects for an award course must pay the tuition fee specified for that teaching period as a condition of enrolment.

24.2. A non-award student who enrols in a subject or subjects must pay the non-award tuition fee specified for that teaching period as a condition of enrolment.

25. Administrative fees and charges

25.1. The Finance Manager must publish any administrative services for which fees and charges are payable in addition to tuition and/or other fees, including, but not limited to:

- Library overdue fees
- Photocopying and printing charges;
- Locker fees
- Late payment fees
- Search fees
- Reprinting of document fees

25.2. A student or a person requiring an administrative service that incurs an additional charge must pay the relevant administrative charge prior to taking the action or requesting the service listed.

25.3. If the administrative charge has not been paid, service will not be supplied.

26. Cancellation charges and refunds

The following must be read in conjunction with the Refund Policy applicable to your campus:

26.1. The College may retain a proportion of fees paid by a student as a charge for cancellation of enrolment in a course, subject or subjects and may impose different cancellation charges for different categories of students.

26.2. The Finance Manager will publish the refund policy which will specify the amount which will be retained by the College where a student cancels their enrolment in a course, subject or subjects and also for any other fees and charges paid by the student.

26.3. The College refund policy may specify different proportions of fees paid to be refunded based upon the time a request for cancellation is lodged in relation to a teaching period.

26.4. A student who withdraws from enrolment in a subject or subjects must apply by the date specified by the Finance Manager for a refund of fees paid to the College.

27. Consequences of non-payment of fees and charges

The following must be read in conjunction with the Refund Policy applicable to your campus:

If a student does not pay the full amount of fees and charges required by the College by the required date, the Finance Manager may do either or both of the following:

- reject the student's enrolment in accordance with Student Rule 11;
- require the student to pay a specified administrative charge.

PART 5 – ASSESSMENT

DIVISION 1 - GENERAL REQUIREMENTS FOR ASSESSMENT

28. Notice of assessment requirements

A student who is enrolled in a subject must receive notification of assessment requirements for that subject in the manner and by the time prescribed by the Academic Board.

29. Academic dishonesty

29.1. A student must not act in a manner which constitutes academic dishonesty.

29.2. Academic dishonesty means an action or practice which may compromise or defeat the purposes of assessment, and includes, but is not limited to:

- cheating, or attempting to cheat;
- plagiarism;
- misrepresenting or fabricating data or results or other assessable work;
- assisting or attempting to assist any other student to cheat or act dishonestly in any way;
- breaching requirements specified by the Academic Board under Student Rule 31 for conduct during examinations, in a way that may compromise or defeat the purposes of the assessment.

29.3. The Academic Board may prescribe procedures for investigating allegations of academic dishonesty.

29.4. The penalties for academic dishonesty are:

- mark reduction or zero mark for an assessment item; or
- awarding of a failing grade in the subject in which academic dishonesty is detected; or
- awarding of a failing grade in the subject in which academic dishonesty is detected and in another subject or all other subjects undertaken in that teaching period; or
- suspension from the College for a specified period of time, together with the allocation of failing grades specified in Student Rule 29.4; or
- exclusion from the College for a specified period of time, together with the allocation of failing grades specified in Student Rule 29.4; or
- permanent expulsion from the College, together with the allocation of failing grades specified in Student Rule 29.4.

29.5. The Program Director or Academic Director may impose the penalties listed in Student Rule 29.4.

DIVISION 2 – EXAMINATIONS

30. Availability for examinations

30.1. A student must be available to undertake an examination -

- at the time and place specified for the examination in the official examination period; and

- at any other time specified for an examination in the notification of assessment requirements for a subject.

30.2. The Program Directors will publish an examination timetable for each official examination period.

31. The Academic Board must specify procedures for examinations, including:

- requirements for a student entering or leaving the examination room; and
- requirements for a student's conduct during the examination; and
- provisions to be made for special conditions to adjust examinations for students with disabilities or special needs.

32. Deferred examinations

32.1. A student who, due to exceptional circumstances beyond the student's control, is unable to attend an examination at the prescribed time may apply in the manner and within the timeframe prescribed by the Program Directors for a deferred examination.

32.2. Not reading, misreading or misunderstanding the examination timetable does not constitute sufficient grounds to apply for a deferred examination.

32.3. The Academic Director determines the outcome of an application for a deferred examination.

DIVISION 3 - FINAL GRADES

33. Grading scale

The Academic Board must specify the grading scale to be used in allocating a record of achievement for studies at the College.

34. Allocation and notification of grades

34.1. The Assessment Review Committee meeting approves a student's final grade for a subject.

34.2. A student will be notified of their grades in the manner determined by the Student Services Manager.

35. Special consideration

35.1. A student who believes that their performance in completing an assessment item has been adversely affected by exceptional circumstances may apply for special consideration in the manner and within the timeframe prescribed by the Academic Director.

35.2. The Academic Board or its nominee determines whether the application for special consideration should be granted.

35.3. The Academic Board may specify the manner in which special consideration is to be applied to an assessment item.

35.4. The Program Director or Academic Director determines whether additional marks for the assessment item should be granted, and must do so in accordance with any Academic Board determinations made in accordance with Student Rule 35.3.

36. Supplementary assessment

Supplementary assessment may be granted to a student only in the circumstances prescribed by the Academic Board.

PART 6 – UNSATISFACTORY ACADEMIC PERFORMANCE

37. Requirement to perform satisfactorily in course

37.1. A student undertaking an award course must maintain a satisfactory level of academic performance in accordance with the Student Rules included in this Part (Part 6).

38. Probationary enrolment

38.1. The Student Services Manager must place a student undertaking an award course on a progression status of probationary enrolment if the student:

- Passes less than 50% of the credit points which the student has attempted within that academic term; or
- Fail the same subject, or its equivalent, two times.

38.2. The Student Services Manager determines the students to be placed on probationary enrolment at the end of each academic term.

38.3. The Student Services Manager must notify a student in writing of the decision to place the student on probationary enrolment.

39. Conditions of probationary enrolment

39.1. A student is placed on probationary enrolment for 1 semester.

39.2. While on probationary enrolment, a student must:

- Consult with the Program Director about their enrolment program; and
- if the Program Director specifies an enrolment program, submit the enrolment program as specified.

39.3. If a student on probationary enrolment cancels their enrolment in the course but is subsequently re-admitted by the Student Services Manager to the same award course in accordance with Part 2 of these Student Rules, the Student Services Manager, upon re-admission:

- must place the student on probationary enrolment for the remainder of the academic year; and
- may require the student to undertake an enrolment program specified by the Academic Board or its nominee.

40. Exclusion from enrolment in an award course

40.1. A student is an "eligible student" for the purposes of exclusion if:

- the student is currently on probationary enrolment and qualifies for a further period of probationary enrolment on the basis of Student Rule 38; or
- having been readmitted to the award course following a period of exclusion, the student qualifies for probationary enrolment in the academic year following readmission; or
- the student fails the same subject, or its equivalent, three times; or
- the student has exceeded the maximum time limit for the award course imposed in accordance with Student Rule 17.

40.2. At the end of each teaching period, the Assessment Review Committee may recommend the exclusion of an eligible student from enrolment in that course.

40.3. If the Assessment review Committee meeting does not exclude an eligible student, the Student Services Manager may place the eligible student on probationary enrolment in accordance with this Part (Part 6).

40.4. The Student Services Manager must notify a student in writing of the decision to exclude the student from enrolment in the award course.

41. Consequences of exclusion

41.1. If exclusion is imposed on a student under Student Rule 40, the student is excluded from an award course for a period of 12 months, unless permitted to re-enrol in accordance with Student Rule 42.

41.2. A student who is excluded from an award course is not permitted to enrol in any subjects forming part of that award course either as an award or non-award student.

42. Enrolment following exclusion

42.1. An excluded student may re-enrol in a subject or subjects as part of the award course if the student successfully appeals against exclusion.

42.2. Where a student re-enrols in the award course in accordance with Student Rule 42.1, the Student Services Manager must place the student on probationary enrolment for the academic year.

PART 7 – ELIGIBILITY TO GRADUATE

43. Minimum passing grades for graduation

For the purpose of determining a student's eligibility to graduate from an award course, the Academic Board may designate the maximum number of subjects for which the student can be awarded a minimum passing grade.

44. Eligibility to graduate from an award course

44.1. Subject to Student Rule 43, a student is eligible to graduate from an award course upon completion of all course requirements.

44.2. Students who believe that they will be eligible to graduate from an award course at the end of the current teaching period must complete an Application to Graduate and submit it to the Student Services staff by the prescribed closing date.

44.3. The Academic Board determines whether a student has completed all course requirements.

44.4. The Raffles College Council confers the award on a student who is eligible to graduate.

PART 8 – REVIEW AND APPEALS

45. Review of grades and academic rulings

45.1. The Academic Board must prescribe procedures for dealing with applications for review of grades and academic rulings.

45.2. A student may apply for a review of:

- their assessment grade for a subject; or
- other academic rulings made under these Student Rules.

46. Appeals

46.1. All persons considering a formal appeal must follow the initial procedures outlined in the Policies on Student Complaints and Appeals to attempt to resolve the problem without proceeding to a formal appeal.

46.2. A student may lodge a formal appeal against academic decisions in the manner and within the timeframes prescribed. Appeals may be made for academic decisions including those relating to:

- refusal of admission
- refusal of recognition of prior learning
- probationary enrolment
- exclusion from an award course
- eligibility to graduate
- academic misconduct

In considering the membership of the Discipline and Appeals Committee within the official Terms of Reference, provision must be made to ensure that any person involved in the matter being appealed must not be a member of the Discipline and Appeals Committee determining the outcome of a review or appeal.

47. Status pending outcome of review or appeal

Pending the outcome of a review or appeal, the Academic Director may permit a student to attend classes or undertake examinations.

PART 9 - MISCELLANEOUS

48. Delegation of powers and functions

48.1. Where these Student Rules specify that a particular person or body exercises a power or function, that person or body may delegate the power or function to another person or body.

48.2. Despite Student Rule 48.1, the Academic Director or Program Director may not delegate a function or power to another person.

Appendix B: Student Grievance and Appeals Policy

Introduction

Raffles College seeks to create and maintain a healthy and enjoyable study environment and one that will enhance personal development. In instances where grievances occur, it is our desire and aim to resolve them amicably, promptly and in a manner that is both fair and equitable to all concerned. Grievances or appeals made by students should be made responsibly, with regard to the rights of all, and all parties should endeavour to resolve grievances and appeals in an informal and mutually respectful manner in the first instance.

However, where necessary, this policy describes processes for resolving student grievances and appeals where informal means are unsuccessful. These grievance and appeals processes may be used by all current and prospective students.

General guidelines for all grievances and appeals

The complainant and respondent may be accompanied and assisted by a third party if so desired at all stages of the process.

Reasons and full explanation in writing for decisions and actions taken will be provided to the respondent at every stage of the grievance process, if requested.

The procedure is without charge to current and potential students.

There is provision for external review of decisions by independent external agencies which include:

- ASQA (http://www.asqa.gov.au/complaints/making-a-complaint.html)
- Department of Fair Trading (http://www.fairtrading.nsw.gov.au/)
- Administrative Appeals Tribunal (http://www.aat.gov.au)

If external mediator makes recommendations in relation to a grievance they have reviewed, they will forward those recommendations to the Academic Director within 10 working days of commencing the external review. The Academic Director will ensure that the recommendations are implemented within 10 working days of receiving the recommendations.

The respondent will not be victimised or discriminated against.

Students or persons seeking to enrol in a course of study with the College are entitled to access the grievance procedure as set out by the College, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study

This policy is communicated to academic staff and to support staff through the Policy and Procedures Manual. The Academic Board is responsible for the training of academic staff in the application of the policy. The Student Services Director and/or Student Services Manager is responsible for the training of support staff in the application of the policy.

The policy is in four parts:

Resolving grievances and appeals on academic matters.

- Process for current students.
- Process for prospective students.

Resolving grievances and appeals on non-academic matters.

- Process for current students.
- Process for prospective students.

Resolving grievances and appeals on academic matters

Academic matters include, but are not limited to:

- matters relating to admissions;
- review of assessment grade;
- recognition of prior learning including transfer credit or advanced standing;
- quality assurance; and
- eligibility for graduation.

Policies for each of these academic matters appear in the Raffles College Policies and Procedures Manual and on the Raffles College website.

1. Process for Current Students

Students who wish to resolve grievances in relation to any of these academic matters need to follow the process outlined below.

The student (or nominee) initiates the grievance process by discussing orally the nature of the grievance with the person with whom the grievance is held.

If the oral response does not satisfy the student he/she may either speak with or submit a written description of the grievance to the Program Director, who will endeavour to resolve the issue amicably and with respect to the rights and responsibilities of both parties. If the student feels unwilling or unable to approach either the

person with whom the grievance is held or the Program Director, the student may seek the support of another person in authority, such as the Academic Director .

If the Program Director or Academic Director is unable to resolve the matter informally, he/she will establish a meeting within 10 working days between the student, the person with whom the grievance is held and any other relevant authorities or persons.

If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the Chair of the Academic Board. The Chair (or nominee) will within 10 working days interview all parties individually, and set up a meeting between all parties where arguments and/or witnesses in support of either party can be presented. The Chair will make a final determination on the matter within 10 working days of receiving the written submission, and communicate the outcome to all parties. In communicating this outcome the Chair will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

This Grievance and Appeal process does not preclude a student from seeking redress through independent external forums outside the Raffles College process, as mentioned above.

Students should note that:

- the Student Services department will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records;
- the Student Services department will ensure that all records are treated as confidential;
- in the case of an appeal against a grade the result may be that the final grade is either retained, raised or lowered; and
- in a dispute relating to instructions which have been given to students on assessment procedures within a subject, the written guidelines which lecturers have provided to students will be taken as definitive.
- Raffles College will alter this policy immediately and without notice where any conflict arises with relevant legislation and in such cases the requirements of the legislation will take precedence.
- a nominee of the student may be included in the grievance handling processes if the student so chooses.

2. Process for Prospective Students

Prospective students who wish to appeal against a determination made with respect to admission to Raffles College need to follow the process outlined below:

The prospective student initiates the grievance process by discussing either orally or in writing the nature of their grievance in relation to admission with the Academic Director.

If the initial response does not satisfy the student he/she may either speak with or submit a written description of the grievance to the College Director, who will consider the rights and responsibilities of Raffles College, current students and other prospective students in relation to the matter. The prospective student may seek an advocate to speak and/or act on their behalf, such as the Academic Director or a Program Director.

If a further attempt to resolve the grievance is necessary, the CEO and the Marketing Director meet together and with any other relevant authorities or persons.

If the matter remains unresolved then the student will write the substance of the grievance in a letter accompanied by full supporting documentation and submit it to the Academic Board. The Chair of Academic Board (or nominee) will, within 10 working days, first contact all parties individually and then if necessary set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Chair will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome the Chair will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

The Student Services department will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records.

The Student Services department will ensure that all records are treated as confidential.

If the matter remains unresolved there is provision for external review of decisions by an external mediation service and RCDC will participate fully in any mediation.

This Grievance and Appeal process does not preclude a student from seeking redress through independent external forums outside the Raffles College process, as mentioned above.

Resolving Grievances and Appeals on Non-Academic Matters

Non-academic matters include, but are not limited to;

- welfare issues;
- financial issues;
- bullying;
- harassment; and/or
- discrimination.

There is no charge made by Raffles College to students who choose to pursue grievances through these procedures.

3. Process for Current Students

Students who wish to resolve grievances in relation to any of these non-academic matters need to follow the process outlined below.

The student (or nominee) initiates the grievance process by discussing orally, if possible, the nature of the grievance with the person with whom the grievance is held. In cases where a power differential exists, the student may not feel comfortable in doing this and therefore may proceed to Stage Two of this process. Alternatively, the complainant may be represented by a third party if desired.

If appropriate, the student or the person with whom the grievance is held may approach the Student Services Director and initiate the mediation process.

If the initial response does not satisfy the student or the student is not able to implement Stage One or Stage Two of this process, he/she may submit a written description of the grievance to the Student Services Director. The Student Services Director will first interview all parties individually and then set up a meeting between all parties where arguments and/or witnesses in support of either party can be presented. The Student Services Director who receives such a written application will process the grievance application within 10 working days.

If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the CEO. The Student Services Director in consultation with the CEO will make a determination on the matter within 10 working days of receiving the written grievance and the Student Services Director will communicate the outcome to all parties. In communicating this outcome the Student Services Director will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

If this decision is not accepted by the student, the matter will be referred to the Chair of Council. The Chair of Council shall, within 10 working days, set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Chair will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome the Chair will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

The Grievance and Appeal process does not preclude the student seeking redress in other forums outside the Raffles College process, including

- ASQA (http://www.asqa.gov.au/complaints/making-a-complaint.html)
- Department of Fair Trading (http://www.fairtrading.nsw.gov.au/)
- Administrative Appeals Tribunal (http://www.aat.gov.au)

A nominee of the student may be included at any stage in the grievance handling negotiations if the student so chooses.

Students should note that:

- This is a generic policy for the resolution of Grievances and Appeals and in the case of harassment it may be more appropriate to follow the grievance process outlined in the Harassment Policy located elsewhere in the Student Handbook.
- In relation to grievances of a financial nature, the student should discuss the matter with an Accountant in the first instance prior to discussing the matter with the Financial Controller.
- Raffles College will:
    - Retain confidential records of grievances for five years and allow parties to the complaint access to those records.
    - Ensure that students will not be disadvantaged, bullied, harassed or victimized for submitting a grievance or appeal for consideration and as outlined in this policy.
    - Notify incoming students of the location of this policy in the Raffles College Policy and Procedures Manual and display copies on each of the teaching floors.
    - Induct incoming staff in the location of this policy and in its correct use.
    - Alter this policy immediately and without notice where any conflict arises with relevant legislation and in such cases the requirements of the legislation will take precedence.

4. Process for Prospective Students

Prospective students who wish to appeal against a decision made with respect to non-academic grievances need to follow the process outlined below.

The prospective student initiates the grievance process by discussing either orally or in writing the nature of their grievance with the person concerned.

If the prospective student feels unable or unwilling to approach the person against whom the grievance is held, he/she may either speak with or submit a written description of the grievance to the CEO, who will consider the rights and responsibilities of Raffles College of Design and Commerce, current students and other

prospective students in relation to the matter. The prospective student may seek an advocate to speak and/or act on their behalf such as the Academic Director or Program Director.

If a further attempt to resolve the grievance is necessary, the CEO and the Marketing Director meet together and with any other relevant authorities or persons.

If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the Academic Board. The Chair of Academic Board (or nominee) will, within 10 working days, first contact all parties individually and then if necessary set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Chair will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome, the Chair will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

The Student Services department will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records.

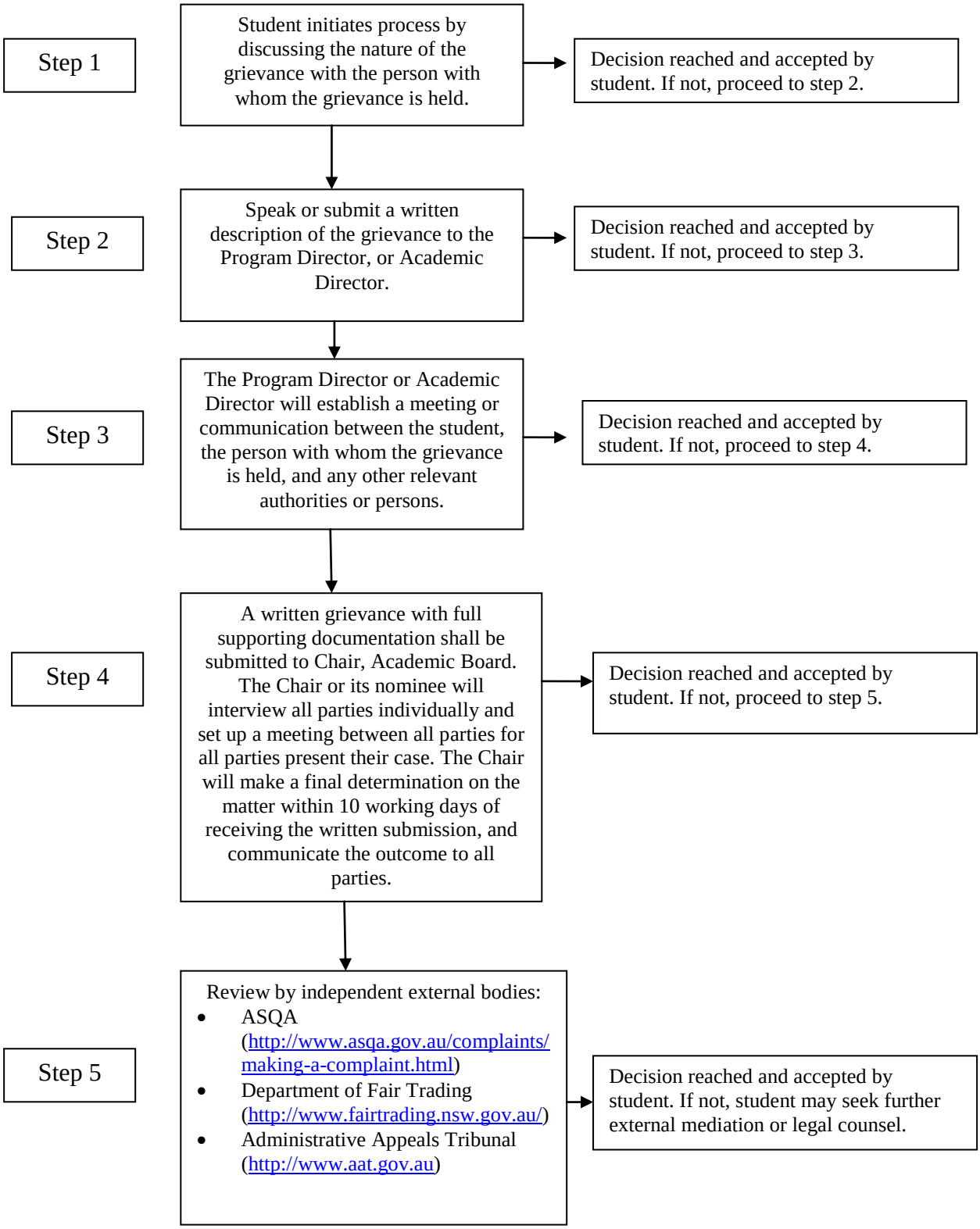
The Student Services department will ensure that all records are treated as confidential.

If the matter remains unresolved there is provision for external review of decisions by an external mediation service and RCDC will participate fully in any mediation.

This Grievance and Appeal process does not preclude a student from seeking redress through independent external forums outside the Raffles College process, as mentioned above.

Resolving Grievances and Appeals on Academic Matters - Flow Chart

All students have the right to bring a nominee to assists in all or part of this procedure.



Resolving Grievances and Appeals on Non-Academic Matters - Flow Chart

All students have the right to bring a nominee to assists in all or part of this procedure.

Step 1	Student initiates process by discussing the nature of the grievance with the person with whom the grievance is held.	Decision reached and accepted by student. If not, proceed to step 2.
Step 2	Speak or submit a written description of the grievance to the Student Services Director.	Decision reached and accepted by student. If not, proceed to step 3.
Step 3	The Student Services Director will interview all parties individually and establish a meeting or communication between the student, the person with whom the grievance is held, and any other relevant authorities or persons.	Decision reached and accepted by student. If not, proceed to step 4.
Step 4	A written grievance with full supporting documentation shall be submitted to the CEO. The CEO together with the Student Services Director will make a determination on the matter within 10 working days of receiving the written grievance. The Student Services Director will communicate the outcome to all parties with reasons and full-explanation in writing for the decision and actions taken as part of the procedures.	Decision reached and accepted by student. If not, proceed to step 5.
Step 5	Matter referred to the Council Chair who shall set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Council Chair will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties.	Decision reached and accepted by student. If not, proceed to step 6.
Step 6	Review by independent external bodies: • ASQA (http://www.asqa.gov.au/complaints/making-a-complaint.html) • Department of Fair Trading (http://www.fairtrading.nsw.gov.au/) • Administrative Appeals Tribunal (http://www.aat.gov.au)	Decision reached and accepted by student. If not, student may seek legal counsel.

Appendix C: External Mediation Policy

1.1 Ongoing disputes between members of staff, or between students, or between students and staff, which cannot be resolved through existing grievance and appeals processes and which the parties to the dispute do not wish to be referred to external bodies (such as the Administrative Appeals Tribunal, the Department of Fair Trading or the Anti-discrimination Board), might be resolved without damage to the reputation of the institution and to the satisfaction of the parties concerned if there were to be arbitration by an external 'circuit breaker' or 'honest broker' with some experience of dispute resolution or conciliation.

The Council of the College may appoint such a person to be an 'External Mediator' on rare occasions.

1.2 The role is to supplement existing College Grievance and Appeals Policies and Procedures, particularly when the object of the complaint has recurred.

1.3 An External Mediator shall be responsible to the Chair of Academic Board except when the Chair is the subject of the complaint, in which case the responsible person shall be the CEO. If both are the subject of a complaint, then the responsible person shall be the Chair of the Council.

2. Authority to inquire

2.1 At the request of the Chair of Academic Board, and the permission of the Chair of Council, an External Mediator has the authority to conduct inquiries relating to complaints by registered students against decisions or conduct of staff, Committees, Boards or any unit or group either within the College or acting under the authority or auspices of the College.

2.2 After discussion with the Chair of Academic Board, and on receipt of a written complaint signed by a contracted staff member or a registered student (who was contracted or registered student at the time of the conduct complained of), an External Mediator may be engaged for a mediation session at which he/she shall have authority to inquire into that complaint.

2.3 An External Mediator may, for any reason including possible conflict of interests, refer a complaint directly to the Chair of Academic Board or CEO.

2.4 On receipt of a complaint, an External Mediator shall decide, by inquiry if necessary, whether or not the complaint falls within the role and functions of an External Mediator. The complaint shall be dismissed if the External Mediator in that particular case is of the opinion that:

2.4.1 the complaint is frivolous, trivial, or not in good faith;

2.4.2 the complainant has an insufficient interest in the matter;

2.4.3 the conduct complained of occurred at too remote a time to justify investigation;

2.4.4 in relation to the conduct complained of there is available to the complainant an alternative and satisfactory means of redress;

2.4.5 in disputes involving the assessment of a student's academic performance, the External Mediator shall normally investigate the complaint only if the complainant has attempted other avenues available under College policies and procedures. In this case, the role of an External

Mediator shall normally be confined to being satisfied that the procedures of assessment for the course(s) in question have been followed and are reasonable in all the circumstances;

2.4.6 the External Mediator decides that strict adherence to the published Grievance and Appeals Procedures of the College would be a more efficient means of resolving the problem in question.

Where the complaint has been dismissed by an External Mediator, the complainant shall be informed of the reasons for the decision.

2.5 If during an investigation being carried out by an External Mediator it becomes known that the complaint is the subject matter of a hearing or appeal under the jurisdiction of an external authority, an External Mediator shall proceed no further with investigating the complaint until the formal external hearing or appeal has been concluded.

2.6 An officially appointed External Mediator for a particular complaint shall be given access to all College records and documents relevant to that complaint.

3. Code of Conduct

3.1 An External Mediator shall decide the form and procedures to be adopted in investigating a complaint. All persons involved shall be given reasonable opportunity to explain their views and encouraged to reach agreement.

3.2 If the complaint is not settled by informal consultation and discussion the duly appointed External Mediator may proceed with the inquiry by methods such as:

3.2.1 providing a written copy of the complainant's statement to the person(s) against whom the complaint has been made; or

3.2.2 at the request of either the complainant or the person(s) complained against, or in any case where the External Mediator deems it desirable, convening a conference to discuss the complaint.

3.3 Where an External Mediator believes that during an inquiry a situation arises which requires attention to avoid further problems, the External Mediator may make recommendations to any appropriate person.

3.4 Where an External Mediator believes that during an investigation there arises a matter of principle affecting other sectors of the College, the External Mediator may submit to the member of senior College management nominated by the CEO a written interim report. In such a case, the External Mediator shall inform the relevant persons that such a report has been made and shall indicate to them what, if anything, has been recommended.

4. Report of investigation

4.1 At the conclusion of an inquiry, if in the opinion of an External Mediator:

4.1.1 the complaint has been settled, no further action will be taken other than under 5 below; or

4.1.2 the complaint has not been settled, a written report may be made to the Provost and to the

persons involved, the External Mediator's views on the matter and recommendations would normally be included. In such a case, persons involved shall be informed that they may make a submission in writing to the Provost; or

4.1.3 the complaint warrants no further action, or no further action can be taken, the External Mediator may decline to proceed further.

4.2 An External Mediator may bring to the attention of the Council any matter

4.2.1 arising from an inquiry, or

4.2.2 any matter relating to processes, procedures, rules or policies of the College.

5. Annual Report

In February of each year any External Mediators who participated in a mediation process in the preceding year shall present to the Council, through the Chair of Academic Board, an annual report for the previous year. The report shall be statistical in character and shall contain no reference to named individuals.

Appendix D: Student Disciplinary Action Policy

1. Scope

Raffles College offers freedom to its students to make personal, mature choices in all areas of College life. However, in order to offer a safe and secure environment in which to study and work, the College expects adherence to the guidelines outlined in these policies. Raffles College recognises that there may be times when students choose to behave in a manner that does not meet College requirements. Such behaviour might incur disciplinary sanctions which are intended to benefit the student concerned and their fellow students. Any formal disciplinary action will be recorded on a student's file in Student Services. If any decision to notify any other bodies of disciplinary actions, such as employing bodies, the Police, government agencies, or other institutions, then the student concerned will be notified.

2. Sanctions

The following sanctions may be administered by the appropriate staff member depending on the severity of the situation.

- *Verbal warning*: A warning given to students pointing out a failure by the student to abide by College policies.

- *Written warning*: A warning specifically addressed to the student in writing. A copy of this letter will be kept in the student's file until graduation or withdrawal from the course. A copy will also be sent to parents/guardians of students under 18 years of age.

- *Disciplinary probation without restrictions*: A period of time during which a student will be required to report to a staff member on a regular basis.

- *Financial restitution*: As a result of the actions or behaviour of a student, an amount of money may be required from the student to assist in the payment of repairs, or the replacement of damaged or misplaced equipment.

- *Expulsion or suspension*: There may be behaviour by a student where the only appropriate action by the College is for expulsion completely or suspension for a definite period of time from the College. The time period for the latter will be set by the CEO, and, during this time, the student may not be permitted on College campus without the specific permission of the CEO. This may affect a student in relation to regulations of Australian Government Departments (such DIBP or Department of Education).

3. Offences

It is neither possible nor desirable to list all the possible offences which might incur a penalty, but the following should be noted by students:

- *Lateness*: students who more than ten minutes late for a class will not be allowed entry into the lecture/tutorial. He/she will be marked absent for that class.

- *Safety and security*: Students who offend on any of the following issues will be issued with a warning on the first offence, suspension on the second same offence, and expulsion on the third offence, without the right of re-imbursement of fees paid or debts incurred.
  - Activating fire alarms except in the case of an emergency (see pertinent policy).
  - Tampering with the operation of fire doors.
  - Interfering with fire hoses.
  - Unlawful use of student identification card (see pertinent policy).
  - Wilful damage to the property of others (including the College).
  - Any theft which an offender can be identified with will be referred to the Police.
  - Any illegal drug use will be referred to the Police.

- Raffles College requires its staff and students to uphold the principles of justice, fairness and equality, and to show kindness, courtesy and respect for others. Any behaviour which does not uphold these principles will be deemed inappropriate. Such behaviour includes (but is not necessarily limited to):
  - Offensive or vindictive language.
  - Racial discrimination.
  - Sexual harassment

  See pertinent policy:
  - Student Grievance and Appeals Policy and Procedures
  - Conciliation Committee
  - External Mediation Policy

Appendix E: Recognition of Prior Learning (RPL) Policy

1 Purpose

The aim of the RPL policy is to

- Recognise and support the legitimate interest of students in obtaining credit for prior learning;
- Ensure a consistent and equitable approach to the granting of credit for prior learning which is academically defensible and takes into account the student's ability to meet the learning outcomes of the Raffles College program successfully;
- Outline the parameters for determining credit, including the maximum of level of credit that can be granted within programs; and
- Facilitate the movement of students between institutions and between programs of various types and levels.

2 Scope

This policy is applicable to all coursework programs of Raffles College and covers the granting of credit towards a Raffles College qualification.

The Academic Director will be responsible for the application of this policy and may delegate processing of precedent cases to administrative staff. A record of precedents will be kept within Admissions and Student Services to facilitate processing.

3 Definition of Terms

Recognition of prior learning (RPL): is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Advanced Standing: is the number of credit points awarded for any previous learning.

Credit: is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications which reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

Credit transfer - is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalences in content and learning outcomes between matched qualifications.

Exemptions: are the subjects for which the student has received credit.

Substitution - releasing a student from undertaking a subject and specifying alternative subjects) of equivalent credit point value, which must be completed in order to achieve equivalent academic credit.

4 Policy Principles

Raffles College provides the opportunity for students to apply to have prior learning considered for credit towards a Raffles College course where the prior learning is related to assessable components of that course. Forms of prior learning include:

- Previous study from recognised tertiary organisations
- Relevant work experience
- Courses undertaken outside a recognised tertiary education organisation.

The RPL policy of Raffles College has been developed by consideration of common practice at universities in New South Wales. It is intended to offer RPL in a way comparable to be procedure in other Higher Education institutions and in accordance to the Australian Qualification Framework (AQF).

4.1 Basis of RPL Recognition

Raffles College recognises two types of prior learning:

a) **Formal Learning** - This is learning that takes place through a structured program of learning that leads to the full or partial achievement of an officially accredited qualification. This includes learning from:

- Completed tertiary education subjects and courses
- Completed VET subjects and courses
- Overseas qualification from the National Office of Overseas Skills Recognition (NOOSR) recognised higher education institution

Applicants for RPL on the basis of formal learning, where advance standing is sought on the basis of a prior qualification, should contain certified copy of testamur, academic transcript or statement of satisfactory completion of comparable or relevant course offered by a professional body, registered training organisations, or other provider recognised by the College.

b) **Non-Formal / Informal Learning** - This is learning that takes place either through a structured program of learning but does not lead to an officially accredited qualification or through work and other experiences. This includes learning from:

- Work experience which can be tested by a challenge assessment, or
- Courses taken outside the tertiary education systems.

Applicants for RPL on the basis of non-formal prior learning should include details of the un-credentialed learning, and may be required to demonstrate their learning through the completion of some type of assessment or activity such as testing or compiling a portfolio of learning and/or experience.

4.2 Maximum Level of Credit

4.2.1 Credit agreements negotiated between Raffles College for students towards higher level of AQF qualifications in the same or related discipline, having taken into account the comparability and equivalence of learning outcomes, volume of learning, program of study and content, and learning and assessment approaches, should use the following basis of negotiations:

- 33% credit for an Australian Diploma linked to a 3-year Bachelor Degree
- 50% credit for an Australian Advanced Diploma or Associate Degree linked to a 3-year Bachelor Degree

4.2.2 These agreements do not preclude any further institutional or individual student negotiations for further additional credit with the proviso that the maximum credit transfer limits specified in clause 4.2.3 shall not be exceeded.

4.2.3 No student will receive credit totals more than:

- two-thirds of a course of three years or less full-time duration, or
- three-fourths of a course of more than three years full-time duration.

4.2.4 It should be noted that eligibility for RPL does not automatically guarantee an applicant a place in the course for which recognition of prior learning is offered. If RPL is granted, then in awarding advanced standing no account will be taken of the level of performance, but the amount of advanced standing will depend on the appropriateness of the previous subjects and the English language skills of the applicant.

4.3 Components of the course that are recognised

4.3.1 Credit can be given to students in the form of specified, unspecified or block credit.

a) **Specified credit** - is credit granted towards particular or specific components of a qualification or program of learning and is equivalent to a subject exemption. Credit is granted where there is one-to-one, equivalent-level correspondence between the applicant's prior learning (credentialed or un-credentialed) and Raffles College subject outcomes. Only credit for full subjects can be granted, up to the limit allowable for the course.

b) **Unspecified credit** - is credit granted towards elective components of a qualification or program of learning and is granted where the prior learning (credentialed or un-credentialed) of the applicant is judged to be relevant to the course at the appropriate level but may not directly correspond to specific subjects within the course.

c) **Block credit** - is credit granted towards whole stages or components of a program of learning leading to a qualification, and is granted under pre-determined arrangements for study at TAFE or other tertiary providers. Block credit normally refers to the exemption from a period of study, usually expressed in credit points, as recognition of successfully completed periods of equivalent study. Block credit can consist of either specified or unspecified credit, or a combination of both.

4.3.2 Given that unspecified credit in other institutions is often granted against unspecified elections within the course, the granting of unspecified electives within Raffles College higher education courses will give appropriate recognition of the attainment of generic skills.

4.3.3 Regardless of the nature or amount of recognition granted, any specific requirements of an award must be fulfilled, including any conditions associated with the professional recognition of the award.

4.4 Administration of RPL Policy

4.4.1 Applications for RPL will normally only be considered at the time of admission. Where this is not possible, or where circumstances change, a second or later application will be considered only prior to final re-enrolment in the Raffles College award course for which RPL is being sought. A second or later application for RPL must be made in writing to the Academic Director, must make full disclosure of the initial application and must set the circumstances which prevented an initial application or the changed circumstances which prevented an initial application or the changed circumstances which justify a second application.

4.4.2 This does not preclude a student's right at any time to cancel exemptions or substitutions that have been granted previously. (It should be noted that cancellation of exemptions or substitutions often has fee implications for students.)

4.4.3 Students wishing to cancel previously approved credit must do so prior to their final (re-) enrolment.

4.4.4 In determining whether credit may be granted, Raffles College must be confident of the currency of the applicant's knowledge. Applications for RPL will be considered on a course-by-course basis, where currency of learning can be demonstrated to the satisfaction of the relevant academic staff.

4.4.5 Undergraduate subjects will only be accepted for credit towards postgraduate courses in the following cases:

- For existing courses, through approval by Academic Board of the conditions either for individual courses or for groups of courses; and
- For new courses, in the course accreditation proposals by explicit definition.

4.4.6 Previously acquired formal or informal learning may only be counted once as approved RPL exemptions for any course offered by Raffles College.

4.4.7 Where students do not meet Raffles College standards on entry requirements, any relevant applications for RPL will be rejected automatically. Where VET courses do not provide a grade or where grade criteria have not been set, applications will be directed to the Academic Board or its nominee for individual consideration.

4.4.8 Students accepted under this policy may be required to complete a bridging program.

4.4.9 The normal Raffles College procedures should be followed for students appealing against unsuccessful applications for RPL, or disrupting any decisions made in respect of approved credit.

4.4.10 Where possible, NOOSR guidelines should be used for assessing applications for RPL on the basis of overseas study.

4.4.11 The onus of proof is on the applicant in providing the relevant documentary evidence to substantiate the appropriate RPL forms.

Appendix F: Refund Policy

Refund Policy for International Students

1. Policy coverage

This refund policy is applicable to all international students who are enrolled in a course of study offered by Raffles College.

2. Withdrawal from a subject/course

Students of Raffles College who wish to withdraw from a subject or course must do so by writing and/or completing a withdrawal form to the Student Services Manager of Raffles College, and also to Bupa directly (only after the course starting date) if any fees have been paid for Overseas Student Health Cover (OSHC).

3. Refunds

In the event of a student withdrawing from a course before the starting date for that course prepaid tuition fees paid will be refunded to the student; however a cancellation fee will apply: if withdrawing more than 28 days before the course starting date the cancellation fee will be equal to 30% of any prepaid tuition fees, or if withdrawing less than 28 days before the course starting date the cancellation fee will be equal to 50% of any prepaid tuition fees.

In the event of a student withdrawing from a course after the student visa has been granted, or after the starting date for that course, no refund is applicable. (In accordance with the Education Services for Overseas Students (ESOS) Act 2000, if a student holds a student visa, the student must remain with the same provider for the first six months of the main course of study.)

In the event of a student withdrawing from a course at any time any prepaid OSHC fees are refundable.

4. Payment of Refunds of prepaid tuition fees

Refunds of prepaid tuition fees will be paid within 28 days of the starting date of the course to which the withdrawal applies.

5. Special circumstances

If the student's application for a student visa is refused (except where the student defaults or breaches the visa), prepaid tuition fees are refundable. An application for a refund in this case must be made in writing to the Student Services Manager, together with a letter from the embassy refusing the visa application. Refunds will only be made in your home country or via your agent upon receipt of your written authorisation.

Under the ESOS Act, Raffles College will refuse to provide, or continue providing, the course to the student because of one or more of the following events: (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course; (ii) the student breached a condition of his or her student visa; (iii) misbehaviour by the student. (In these events prepaid tuition fees will be non-refundable and OSHC fees will be refundable.)

If the course does not start on the agreed starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full (known as 'provider default'), such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. This means that an alternative course provider or a refund will be provided through the Australian Government Tuition Protection Service. The refund will be the total amount of course money paid by you in advance for services you have not yet received. Refunds will be paid within 14 days of the provider default.

6. Australia's consumer protection laws

The student agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

7. Publication

This refund policy will be made available to students and persons seeking to enrol, by publication on the Raffles College website (www.raffles.edu.au). This refund policy will also form part of enrolment information.

Refund Policy for Domestic Students Enrolled in Higher Education and VET FEE-HELP Enabled Courses

1. Policy coverage

This refund policy is applicable to all domestic students who are enrolled in a higher education course or VET FEE-HELP enabled course offered by Raffles College.

For the purposes of this policy the word "subject" means:

- a VET unit of study that forms part of a VET course of study that is VET FEE-HELP enabled; or
- a higher education unit of study that forms part of a higher education course of study.

2. Withdrawal from a subject/course

Students of Raffles College who wish to withdraw from a subject or course of study must do so by writing to the Student Services Manager.

3. Refunds – students who are eligible for FEE-HELP or VET FEE-HELP assistance

This section is applicable to domestic students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the subject) enrolled in a subject.

In the event of a student withdrawing from a subject on or before the census date for that subject:

- 100% of tuition fees paid for that subject will be refunded to the student; and
- the student will not incur a FEE-HELP debt or VET FEE-HELP debt

In the event of a student withdrawing from a subject after the census date for that subject:

- no refund is applicable; and/or
- the student will incur a FEE-HELP debt or VET FEE-HELP debt.

4. Refunds – students who are not eligible for FEE-HELP or VET FEE-HELP assistance

This section is applicable to domestic students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the unit of study) and New Zealand citizens enrolled in a unit of study.

In the event of a student withdrawing from a subject on or before the census date for that subject 100% of tuition fees paid for that subject will be refunded to the student.

In the event of a student withdrawing from a subject after census date for that subject no refund is applicable.

5. Payment of Refunds

Refunds will be paid within 28 days of the census date of the subject to which the withdrawal applies.

6. Special circumstances

A student who withdraws after the census date for a subject may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

7. Publication

This refund policy will be made available to students and persons seeking to enrol, by publication on the Raffles College website (www.raffles.edu.au). This refund policy will also form part of enrolment information.

Refund Policy for Domestic VET Students Enrolled in non-VET FEE-HELP Enabled Courses

1. Policy coverage

This refund policy is applicable to all domestic VET students who are enrolled in a non-VET FEE-HELP enabled course (e.g. Certificate courses) offered by Raffles College.

2. Withdrawal from a subject/course

Students of Raffles College who wish to withdraw from a subject or course of study must do so by writing to the Student Services Manager.

3. Refunds

In the event of a student withdrawing from a subject on or before the starting date for that subject 100% of tuition fees paid for that subject will be refunded to the student.

In the event of a student withdrawing from a subject after the starting date for that subject no refund is applicable.

If a student fails to pay Raffles College an amount for which he/she is liable, either directly or indirectly, or if his/her conduct is unacceptable, then any prepaid tuition fees will be non-refundable, and Raffles College will no longer provide the course to the student.

If the student's course does not start on the agreed starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full (known as 'provider default') an alternative course will be provided through the ACPET Australian Student Tuition Assurance Scheme. If an alternative course cannot be provided then any prepaid tuition fees for that course will be refunded within 14 days.

5. Payment of Refunds

Refunds will be paid within 28 days of the census date of the subject to which the withdrawal applies.

6. Publication

This refund policy will be made available to students and persons seeking to enrol, by publication on the Raffles College website (www.raffles.edu.au). This refund policy will also form part of enrolment information.

Appendix G: Student Charter

1. Overview

Raffles College is committed to the pursuit of excellence in all aspects of teaching and learning and the provision of service to its students. Excellence in teaching and learning involves students as active participants in their educational experience, within which exist responsibilities and expectations which the College and its students can legitimately and fairly expect of each other.

The statements outlined within this charter complement, but should not be regarded as a substitute for, the provisions of the College's rules, policies and procedures, or the Code of Conduct. Rather the charter acts as a ready reference to students' expectations and obligations and to assist students' understanding of the environment in which they are participating.

2. Purpose

The purpose of the student charter is two-fold:

- to describe the expectations students can properly hold as they receive their education.
- to describe what can be expected of students in undertaking their studies to enhance the quality of their educational experience.

3. Student Expectations

- to have access to current and accurate information on the rules, policies and procedures of the College and to information on courses, application and entry procedures, credit transfer policies and financial implications prior to the enrolment period
- to be selected for entry by fair and open procedures with published criteria outlining entry requirements for all levels of candidacy. The principles upon which selection decisions will be made will be stated clearly and adhered to by the College.
- to have access to a description of the subject content (subject outlines) comprising assessment procedures, list of reference texts and contact details of the subject lecturer in a timely manner that will allow students to use this information when making enrolment decisions, and to have access to class timetables 3 weeks before classes commence. The College will strive to control and minimise changes to this information and will provide adequate prior notice when revisions are necessary
- to have access to their own information which is held by the College
- to contribute their opinions on aspects of their courses such as course structure, content, assessment requirements, workload requirements and the quality of teaching through such means as student membership of Academic Board and committees and through the completion of student surveys
- to be able to provide feedback or comment, through appropriate channels and in a responsible and accountable manner, about teaching or services without fear of reprisal
- to have access to effective student-focused support from academic and general staff, including access to teaching staff for individual consultation outside class times

- to have access to a supportive learning environment, including appropriate and properly maintained facilities such as classrooms, study facilities, and use of computer workstations
- to have a core entitlement of access to information to support their course including library facilities, Raffles College network facilities and access to the Internet
- to receive timely feedback on their performance and progress and to have access to their assessment results in accordance with the College's policy on assessment
- to receive support for personal or academic difficulties
- to expect that courses be of a level consistent with Australian standards and expectations
- to be treated with respect and courtesy by College staff and students, in an environment free from harassment
- to have access to adequate procedures for dealing with grievances
- to expect to complete an award under the same conditions under which they commence, unless changes would be to the advantage of students.

4. Student Responsibilities

- to acquaint themselves with College policies and procedures relevant to their enrolment and course of study and obey the rules of the College
- to treat other students and College staff with respect and courtesy and to behave in a manner which does not adversely affect the freedom of other persons to pursue their studies or duties
- to refrain from harassing or unjustly discriminating against other students and staff
- to conduct themselves in a professional manner, and to maintain the highest standards of ethical behaviour in their interactions with others
- to respect College facilities and to comply with the rules of the College or any lawful order of College staff
- to work to the best of their abilities and to make genuine attempts to progress successfully through courses by meeting course requirements, deadlines for assignments and punctual attendance at lectures/tutorials
- to provide, through the Raffles College teaching evaluation processes (TEVALs), constructive feedback to academic staff on their teaching and the quality of subjects
- to refrain from cheating, plagiarism, fabrication or falsification of data and unauthorised use of facilities and equipment
- to meet their financial commitments to the College
- to comply with the instructions for health and safety given by the College.

Appendix H: Privacy Policy

1. Introduction

On 21 December 2001, amendments were made to the ***Commonwealth Privacy Act 1988*** which apply to the private sector, including private providers of Education and Training such as Raffles College. The amendments and oblige Raffles College to handle personal information in accordance with 10 National Privacy Principles. These principles cover the collection, storage, use and disclosure of personal information. They also give people a right to seek access to the personal information that organisations hold about them. The legislation affects Raffles College in a number of ways, especially student rights and public access.

The *National Privacy Principles* cover the collection, storage, use and disclosure of personal information. They also give people a right to seek access to the personal information that organisations hold about them. Other Commonwealth and State legislation with which we must comply also determine to some extent what information we collect and how it is handled. Information collected about overseas students must also comply with the *Commonwealth Education Services for Overseas Students (ESOS) Act 2000*.

Raffles College has security systems in place to protect all the information we handle from misuse and unauthorised disclosure or modification, and we do not retain data for which we have no further use, except where required by statute to preserve student *academic* records for thirty years. Requests for access must be in writing, and we may charge a fee to cover administration costs. If anyone has any questions about our privacy policy, or if anyone wants to see, correct, or find out about the personal information we hold about a person, please contact our HR Manager on (02) 9922 4278 or at contact@raffles.edu.au

For details about the Commonwealth Privacy Act, please contact the federal Privacy Commissioner on 1300 363 992 or visit the appropriate website - http://www.privacy.gov.au

2. Background

A paper entitled 'Privacy Law for Providers of Education and Training' authored by Lindy Smith, Director of Privacy management, was presented at the ACPET Privacy Seminars held in the eastern states in November-December. She is an expert in the area, having worked for the Privacy Commissioner and she was involved in the drafting of the new Privacy Law. The following comments are extracted from that paper.

The Commonwealth Parliament has extended the coverage of the *Commonwealth Privacy Act 1988* to encompass more of the private sector. Those brought under the legislation were given at least 12 months to prepare, so time is running out. The new law came into effect for them from 21 December 2001.

The Privacy Act 1988 was passed in the wake of the Australia Card debate to assure the public that the Commonwealth Government could be trusted with the personal information it collects. Attached to the Act

were guidelines on handling Tax File Numbers. Almost immediately, it began to be tinkered with in response to isolated issues, such as access to information about old criminal convictions, the conduct of data matching, the handling of some health data and the privatisation of some government services. Until last year, the most significant amendment was in 1990, when the Act was expanded to cover consumer credit reporting activities.

During the 1990s, the focus of debate about privacy moved from government activities to the impact of new communications and information technology throughout the community. Surveys revealed a high level of anxiety among Australians about the amount of personal information being collected and used without their knowledge or consent. This was recognised as a barrier to e-commerce in particular and the take-up of new technology generally. A global dimension was added when the European Union decided to prohibit the transfer of personal information about it citizens to foreign destinations that do not protect privacy to an adequate standard. Meanwhile, the Commonwealth government was privatising and outsourcing its activities, blurring the line between the public and
private sectors and effectively reducing the coverage of the Privacy Act. Inquiry after inquiry found the best solution would be to extend privacy legislation to the entire private sector. By the March 1996 election, all major political parties were promising to do this.

The new federal government's first proposal was to have a comprehensive privacy law, which it outlined in a discussion paper that the Attorney-General released in September 1996. Within six months, it had abandoned the idea completely. Many more false starts, protracted negotiations, inquiries and reviews later, the new legislation was finally passed in December 2000. Compared to the original proposal, the law is more modest in scope but greater in volume. Even as he tabled it in Parliament, the Attorney-General promised that it would be reviewed in two years' time. Any changes in the future are unlikely to do other than increase its coverage.

3. Who Must Comply

The Act does not cover the entire private sector. It applies only to organisations undertaking activities that represent, in the government's view, the greatest risk to privacy. The line of demarcation is a wobbly one. Most have had to comply by 21 December 2001. However, small businesses other than health service providers have until 21 December 2002 to prepare.

4. Protecting 'Personal Information'

The Privacy Act regulates the way that private sector organisations handle 'personal information'. Personal information is information or opinion that can identify a person either directly or indirectly and is recorded in some form.

The Act also recognises that some types of personal information are more sensitive than others. 'Sensitive information' is personal information about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, or 'health information'. 'Health information' is also defined in a particular way in the Act. It includes information about a person's health or disability at any time, the health services they have received in the past or wish to receive in the future, all personal information collected in providing a health service, and other personal information collected in connection with the donation of body parts, organs or substances.

5. The National Privacy Principles

Organisations covered by the new law will have to handle personal information in accordance with ten National Privacy Principles (NPPs). In essence, the NPPs aim to ensure that personal information is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by the person or by law. They regulate the handling of personal information from collection to destruction and can be summarised as follows.

(a) *Collection* — collect only what is necessary, collect it fairly and lawfully, collect it from the person if possible, and let them know why it is collected and to whom it might be disclosed (applies only to information collected after the Act comes into effect)

(b) *Use and disclosure* — use and disclose personal information only for the primary purpose for which you collected it unless you get the person's consent or one of the other exceptions set out in NPP 2 applies (applies only to information collected after the Act comes into effect)

(c) *Data quality* — take reasonable steps to ensure the personal information you use is accurate, complete and up to date (applies to existing information that is used after the Act comes into effect, plus all information collected after that date)

(d) *Data security* — take reasonable steps to protect the personal information you hold from misuse and unauthorised access, disclosure and modification; destroy or de-identify that which you don't need any more (applies to information collected at any time)

(e) *Openness* — be open about what sort of personal information you hold and your information management policies (applies to information collected at any time)

(f) *Access and correction* — provide the person with access to personal information you hold about them, and the opportunity to correct it if necessary, subject to exceptions listed in NPP 6 (applies to existing information that is used after the Act comes into effect, plus all information collected after that date)

(g) *Identifiers* — do not adopt, use or disclose an identifier assigned by a Commonwealth government agency unless authorised to do so (applies to information collected at any time)

(h) *Anonymity* — give individuals the option of not identifying themselves wherever this is lawful and practicable (applies only to information collected after the Act comes into effect)

(i) *Transborder data flows* — do not transfer personal information overseas unless you expect it to be protected to a similar standard, the person consents or the transfer is in the person's interests (applies to information collected at any time)

(j) *Sensitive information* — do not collect sensitive personal information (as defined in the Act) unless with the person's consent or as authorised by one of the exceptions in NPP10 (applies only to information collected after the Act comes into effect)

6. Codes

Instead of complying with the National Privacy Principles, organisations or industries may prepare and enforce their own codes. If approved, a code replaces the principles for the organisations that are bound by it. Conditions apply, including those listed below.

- The public must have been given an adequate opportunity to comment on a draft of the code
- The code must contain obligations that are at least the equivalent of those in the National Privacy Principles overall
- It must comply with guidelines that the Privacy Commissioner has issued.
- It can establish its own complaint mechanism, which must provide for an independent code adjudicator who can exercise powers similar to the Privacy Commissioner but is required to report to him annually about the complaints handled and how they were resolved
- Alternatively, the Privacy Commissioner can be the independent code adjudicator
- The Privacy Commissioner must approve the code.

7. Complaint Handling

People who believe that an organisation has not been handling their personal information in accordance with the National Privacy Principles or an applicable code will be able to make a complaint. They will need to approach the organisation first, which should try to resolve the problem through negotiation. If this fails to produce a satisfactory solution, the person can refer the complaint to either the Privacy Commissioner or an independent code adjudicator. Decisions by a code adjudicator can be reviewed by the Privacy Commissioner at the complainant's request. Decisions by either the Privacy Commissioner or a code adjudicator can be enforced in the Federal Court or the Federal Magistrates Service.

8. The Role of the Privacy Commissioner

The Privacy Commissioner is Malcolm Crompton. His role is specified in the legislation (s27). It includes:

- Providing policy advice and guidelines
- Approving privacy codes
- Hearing complaints
- Investigating breaches of the Act (whether or not a complaint has been made)
- Conducting audits of government agencies
- On request, examining the practices of private and non-government organisations
- Undertaking research
- Promoting the privacy principles in the wider community.

9. Conclusion

The best single source of information about the law and how to comply with it is the Federal Privacy Commissioner's website: www.privacy.gov.au

For more specific ideas about the impact of privacy laws on education providers, keep in mind that NSW government organisations operate under the NSW Privacy and Personal Information Act 1997, which is based on Information Protection Principles that are very similar to the National Privacy Principles. See the NSW Privacy Commissioner's website:

www.lawlink.nsw.gov.au/lawlink/privacynsw/ll_pnsw.nsf/pages/privacy_index

Appendix I: Acronyms

ACPET	Australian Council for Private Education and Training
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
ASTAS	Australian Student Tuition Assurance Scheme
ATO	Australian Taxation Office
CHESSN	Commonwealth Higher Education Student Support Number
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIBP	Department of Immigration and Border Protection
eCoE	Electronic Confirmation of Enrolment
FEE-HELP	Higher Education Loan Program for fees
HEP	Higher Education Provider
HESA	Higher Education Support Act
OSHC	Overseas Student Health Cover
TPS	Tuition Protection Service
PD	Program Director
PRISMS	Provider Registration and International Student Management System
RCDC	Raffles College of Design and Commerce
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SRC	Student Representative Council
TLC	Teaching and Learning Committee
TEQSA	Tertiary Education Quality and Standards Agency
VET	Vocational Education and Training
VET FEE-HELP	Vocational Education and Training Loan Program for fees

Appendix J: Conditions of Enrolment – Australian Students

1. Once accepted, you will be enrolled into the first academic year of study. Subject to the course being undertaken, progression to the next academic year is determined through assessment of your academic achievements, examination results, aptitude and attitude, all of which must be deemed satisfactory.
2. By enrolling in any of our courses, you agree to pay all fees not covered by FEE-HELP or VET FEE-HELP on or before the due dates.
3. Fees are applicable for the duration of studies at Raffles provided that you remain on the standard program. Repeated subjects and subjects taken additional to the course require payment of an additional fee at the prevailing rate per credit point/subject.
4. You may apply for credit(s) from previous studies (Recognition of Prior Learning - RPL). The *Application Form for Recognition of Prior Learning* details the process for requesting RPL and how it is assessed. Applications for RPL must be submitted no later than 2 weeks before the commencement of your course. Applications are usually processed within 2 weeks of submission, and there is no fee for this service.
5. Subject to the approval and discretion of Raffles, if you fail any subject twice, you may be required to show cause to continue your course.
6. Disruptive behaviour in class and failure to observe rules of Raffles may result in your dismissal. In such a case you will not receive a refund of fees and all outstanding fees not covered by FEE-HELP or VET FEE-HELP will become due at the date of dismissal.
7. Before a repeat subject can be commenced, the tuition fees not by covered by FEE-HELP or VET FEE-HELP in relation to the repeat subject must be paid in full regardless of any fees that may have been paid in advance for other subjects.
8. Late payment of outstanding fees other than FEE-HELP or VET FEE-HELP will attract a late fee, and you may be suspended from classes until you have paid the fees due.
9. If you complete your course but do not pay all the fees for that course, you will not be issued with your transcript or qualification until all outstanding monies have been paid in full.
10. Under exceptional circumstances, and at the discretion of Raffles, you may be permitted to commence a course up to 1 week after the published course start date. If you arrive later than 1 week after the course start date, you will need to defer to the next term.
11. Deferment of enrolment, up to a maximum of one term, may be granted at the discretion of Raffles College in exceptional circumstances, and on one occasion only.
12. Raffles reserves the right to change or replace lecturers or tutors at any time, cancel a course with less than 8 enrolments prior to commencement of each term and make changes to the syllabus or timetable at any time.
13. If you are under the age of 18 at the time of enrolment your parent or guardian signing the Application Form accepts the liability for payment of all fees not covered by FEE-HELP or VET FEE-HELP.
14. Fees stated in the application form apply only to that year's enrolment period. Fees are subject to change, with notice provided
15. It is the student's responsibility to inform Student Services immediately of any changes to address, email or telephone details. Raffles will not be held responsible for communications not received due to a student's failure to update his or her contact details with Student Services.

Conditions of Enrolment – International Students

1. Once accepted, you will be enrolled into the first academic year of study. Subject to the course being undertaken, progression to the next academic year is determined through assessment of your academic achievements, examination results, aptitude and attitude, all of which must be deemed satisfactory.
2. By enrolling in this course, you agree to pay all fees on or before the due dates.
3. Fees are applicable for the duration of studies at Raffles provided that you remain on the standard program. Repeated subjects and subjects taken additional to the course require payment of an additional fee at the prevailing rate per credit point/subject.
4. You may apply for credit(s) from previous studies (Recognition of Prior Learning - RPL). The *Application Form for Recognition of Prior Learning* details the process for requesting RPL and how it is assessed. Applications for RPL must be submitted no later than 2 weeks before the commencement of your course. Applications are usually processed within 2 weeks of submission, and there is no fee for this service.
5. Subject to the approval and discretion of Raffles, if you fail any subject twice, you may be required to show cause to continue your course.
6. Disruptive behaviour in class and failure to observe rules of Raffles may result in your dismissal. In such a case you will not receive a refund of fees and all outstanding fees will become due at the date of dismissal.
7. Before a repeat subject can be commenced, the tuition fees in relation to the repeat subject must be paid in full regardless of any fees that may have been paid in advance for other subjects.
8. Late payment of outstanding fees will attract a late fee and you may be suspended from classes until you have paid the fees due.
9. If you complete your course but do not pay all the fees for that course, you will not be issued with your transcripts or qualifications until all outstanding monies have been paid in full.
10. DIBP regulations permit deferral of studies by international students <u>only in exceptional circumstances</u>, such as serious illness, death in the family, or for some other compassionate reason. Students will be required to provide documentation supporting their application.
11. If you are on a package with an ELICOS program followed by a Raffles program you can only defer your entry into Raffles once, for a maximum of one term, unless advised otherwise by your ELICOS college. If you want to defer a second time, without supportive advice from your ELICOS college, your enrolment will be cancelled and all prepaid tuition fees will be non-refundable.
12. Raffles reserves the right to change or replace lecturers or tutors at any time, cancel a course or subject with less than 8 enrolments prior to commencement of each term and make changes to the syllabus or timetable at any time.
13. If you are under the age of 18 at the time of enrolment your parent or guardian signing this Application Form accepts the liability for payment of all fees.
14. Fees stated in the application form apply only to that year's enrolment period. Fees are subject to change, with notice provided.
15. According to the National Code Part D, Standard 7, 'Registered providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study'. As an international student, you may be required to have aletter of relesase in exceptional cases, for example when there are compassionate and compelling reasons beyond the control of the student. All requests for a letter of release will be assessed in accordance to our International Student Transfer Policy.
16. It is the student's responsibility to inform Student Services immediately of any changes to address, email or telephone details. Raffles will not be held responsible for communications not received due to a student's failure to update his or her contact details with Student Services.
17. It is the student's responsibility to make sure their visa is valid for the total duration of their study period at Raffles College.

Appendix K: International Student Transfer Policy

1 Purpose

The aim of the Policy is to specify the guiding principles for assessing requests from international students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with the National Code, Part D, Standard 7.

2 Scope

This Policy applies to international students studying in Australia on a Student Visa applying for transfer from or into Raffles College of Design and Commerce (RCDC) courses.

The Student Services Director has responsibility of overall implementation of this policy, and Admissions staff will support the implementation procedures of the policy.

3 Definition of Terms

Principal course of study: refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. (For example, if the student is studying ELICOS followed by a Bachelor program, the Bachelor degree course is the principal course).

Six months of study: refers to six calendar months from the first day of the commencement of the principal course of study.

Registered provider: means an approved provider that is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a provider of that course for the state.

4 Transfer between Registered Providers

Under the National Code 2007, education providers cannot enrol students seeking to transfer from another provider before that student has completed **6 months** of their principal course of study, except in the prescribed circumstances listed below.

RCDC shall assess requests from international students for a transfer to or from RCDC, in accordance with the following principles:

4.1 Students Transferring from another Registered Provider to RCDC

RCDC must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study, except where:

a) the original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered,

b) the original registered provider has provided a written letter of release,

c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or

d) any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

4.2 Students Transferring from RCDC to another Registered Provider

A student who is enrolled with RCDC has to complete the first six months of the principal course of study with RCDC, unless he or she has obtained a letter of release from RCDC.

A letter of release is not required if any of the circumstances in 4.1 (a), (c) or (d) apply to RCDC.

4.2.1 Approval to grant a letter of release

RCDC will consider issuing a letter of release to students where the student has compassionate and compelling reasons beyond the control of the student e.g. personal or educational problems that cannot be addressed by RCDC or its resources.

4.2.2 Refusal to grant a letter of release

A student's request for transfer will not be granted in the following circumstances:

a) the student requests to transfer to study a course, with another registered provider, of a similar level which is available at RCDC, or

b) the student has completed less than four weeks of their principal course of study and has not accessed the full range of academic and support services available at RCDC, or

c) there is no written confirmation from another registered provider that a valid unconditional enrolment has been made, or

d) the student has outstanding debts or fines owing to RCDC, or

e) the transfer would be considered detrimental to the student, for example the transfer may jeopardize the student's progression through a package program.

Students will be notified of the outcome of their request within ten working days of submitting their request.

Where RCDC does not grant a letter of release, the student will be provided with written reasons for refusing the request and must be informed of his or her right to appeal RCDC's decision in accordance with RCDC's Grievance and Appeals Policy and Procedures (available at www.raffles.edu.au/studying-at-raffles/policy-documents).

The Student Services Manager must maintain records of all requests from students for a letter of release, and the assessment of, and decision regarding, the request, on the student's file.

Where the student has completed at least six months of the principal course (which is approximately two terms) at RCDC, a letter of release is not required.

4.3 Student under 18 years old

If a student is under the age of 18, a written confirmation must be provided to state that the student's parent or legal guardian supports the transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements, as documented in the letter of offer.

4.4 New Student Visa

If a student is advised that RCDC has approved the request to transfer to another provider, the Department of Immigration and Border Protection (DIBP) will be informed, and RCDC's Confirmation of Enrolment will be cancelled.

Students seeking a letter of release are advised to contact DIBP (www.immi.gov.au) to determine whether a new student visa is required.

4.5 Refund of Tuition Fees

If the student transfers or withdraws before the end of the six month period, any prepaid tuition fees will be non-refundable and non-transferable.

Where a student requests for transfer or withdrawal after the six month period, the refund policy in the student agreement applies.

5 Supporting Reference

Department of Immigration and Border Protection
http://www.immi.gov.au/students/students/changing_courses/

National Code Part D Standard 7
https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx

Appendix L: Attendance Policy

Intent and objectives

RCDC encourages students to attend all scheduled classes to **optimise academic success and practice discipline needed in the work place**.

Objectives

- To promote the benefits of attending classes.
- To make accessible information to students of the impact of sustained periods of non-attendance or lateness.
- To encourage the habit of punctuality

Scope

This policy applies to all RCDC onshore students.

Policy framework

1. RCDC encourages students to attend all scheduled classes to optimise academic success. When a student's attendance falls below 80% without adequate explanation their final mark will be automatically limited to a Pass at best (i.e. reflecting a total mark somewhere appropriate in the range of 50 to 64 inclusive).

2. Punctuality is encouraged as best practice to prepare students for industry.
   Students who are **more than 10 minutes late** for a scheduled class **will be marked late (L)**.
   Students who are **more than 30 minutes late** for a scheduled class **will be marked absent (.)** and not allowed to enter the room until a suitable break.

3. RCDC will act in a fair manner
   a. Student appeals on lateness and non-attendance will be dealt with on a case by case basis at the discretion of the Program Director.
   b. If a student is absent for medical reasons they must submit a medical certificate to Student Services. (Normally they will not be marked absent, however further enquiries can be made.)
   c. If a student is absent on compassionate grounds they should make an appointment with the relevant Program Director (PD) for special consideration.

Policy requirements

1. RCDC will comply with the requirements of external accrediting and funding authorities in monitoring student attendance.

2. RCDC will comply with the requirements of 3rd party agreements with regards to monitoring student attendance.

3. RCDC will make information accessible to students relating to the impact of sustained periods of non-attendance.