

International Student Handbook



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CRICOS Provider No: 03578M | **TESQA Provider No:** 14300 | **CRICOS Course Code:** 0101915

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Le Lyons
COLLEGE

Welcome

Message from CEO

Lyons College aims to provide our students with an exciting, high quality, rewarding and fun educational experience and internationally recognized educational qualifications to help our students achieve their future objectives and pursuits.

Our high quality and experienced lecturers and tutors support our students in their journey by providing personalised learning support and ongoing assistance with their studies. They will encourage and guide our students to strive for and achieve their best.

The academic environment at Lyons College values critical thinking and inquiry, academic excellence cultural diversity and ethical behaviour. Everyone in the Lyons College community is focused on developing well-rounded students including student welfare as well as academic success.

We invite you to join us perhaps as a student, part of our team and part of our community. Lyons College promotes an environment characterised by fairness, support and encouragement so that all members of our community achieve their personal and professional aspirations.

I would like to finish this message with a message of appreciation. I would like to say a big thank you to all our students. I am inspired by your energy and dedication in your studies with us.

A handwritten signature in black ink, appearing to read "Ben Saporta".

Ben Saporta

CEO



Who is Lyons College?

In 2007 Coleraine Share Trading Pty Ltd gained registration as a nationally recognised Registered Training Organisation (RTO No.21986) and began delivery of training and assessment services trading as The RTO Shop in 2010. The trading name was changed briefly to the Sir John Crawford Institute before the current trading Name Lyons College was adopted in December 2016.

Based in the Melbourne CBD, Lyons College delivers Certificate, Diploma and Advanced Diploma level education to domestic and international students. Lyons College currently delivers Diplomas, and Advanced Diplomas in the areas of Agribusiness, Leadership & Management and Travel & Tourism.



Lyons College is named after two of Australia's most respected and ground-breaking public figures, Joseph and Enid Lyons. Joseph (1879-1939) and Enid's (1897-1981) stories both reflect future-focused values.

Joseph and Enid Lyons began their professional careers as school-teachers. They both went on to enter politics with a view to improving the educational opportunities, health and welfare, and economic prosperity of twentieth-century Australians.

While raising their 11 children, Joseph became the first person elected both State Premier (Tasmania, 1923-1928) and Prime Minister (1932-1939) while Enid became the first Australian woman elected to the Federal House of Representatives (1943-1951).

A political powerhouse, Enid, the 'rabble-rouser' and Joe, the 'firebrand' were the disrupters of their day;



they embraced technology, social inclusivity, actively fought for gender equality and the right to free, quality education in Australia.

The Lyons' leadership of change agendas demonstrate the importance of persuasive communication skills and charisma, forging workable relationships between otherwise opposing parties for the good of Australia's future.

The achievements of Joseph and Enid Lyons are a testament to their commitment to their community and their capability to listen to and work with other stakeholders to achieve social and economic reform.

It is here that Lyons College finds its inspiration.

Note: Lyon's College and the use of the Lyons name is not connected with or endorsed by the Lyons family.

Our Vision

To make a positive contribution to industry, society and community through education.

Our Mission

To provide a quality educational experience. To equip our staff, students and graduates to continually advance in their professional environments. Our students, staff and graduates will positively contribute to industry, society and community by reflecting our Values.

Our Values

Progress towards our mission is guided by a set of core values that underpin all of Lyons College's activities. These core values are Accountability, Integrity, Quality and Inclusion.

Accountability

Accountability means striving for excellence and being answerable to ourselves and our community. This will be reflected by holding each other to account, striving for optimal impact and relevance through working together and making a positive and valued contribution to the industry, society and community.

Integrity

Integrity means expecting and applying the highest personal, professional and ethical standards in all our actions. This will be reflected in transparency, consistency and fairness in our conduct and practices.

Quality

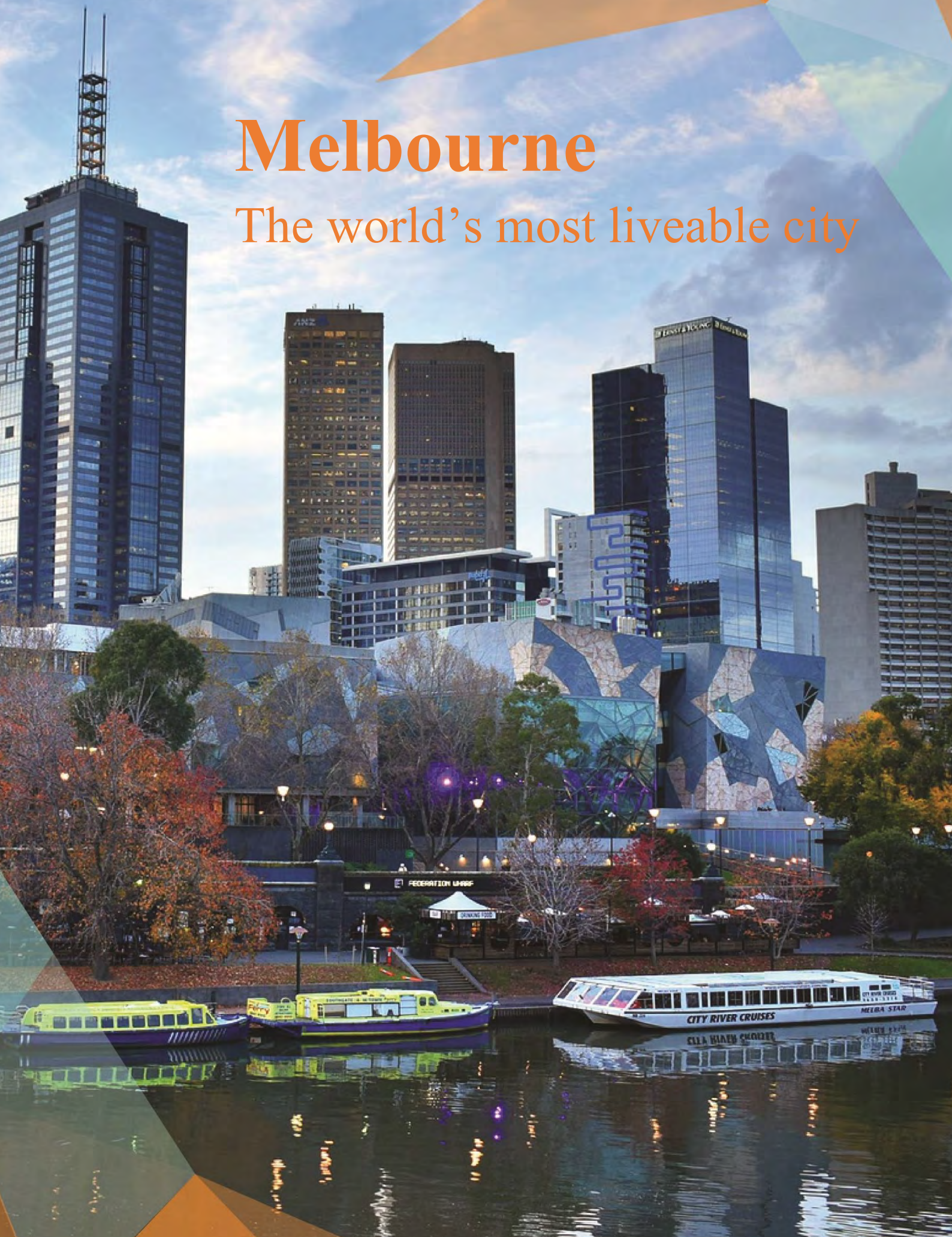
Lyons College strives to ensure that its educational offerings remain of the highest quality and relevant to student, staff community and employer needs. This will be reflected in the contribution that our students, alumni and staff provide to industry, society and the broader community.

Inclusion

Lyons College demonstrates inclusion and diversity through hiring practices, admissions processes, teaching and working environments and through formal policies and procedures. Access will be enhanced for students across a range of socio-economic backgrounds, from both within and outside of Australia, who wish to succeed, prosper and contribute value through further education. Likewise, Lyons College is an equal opportunity employer and will support staff in their ongoing professional development.

Melbourne

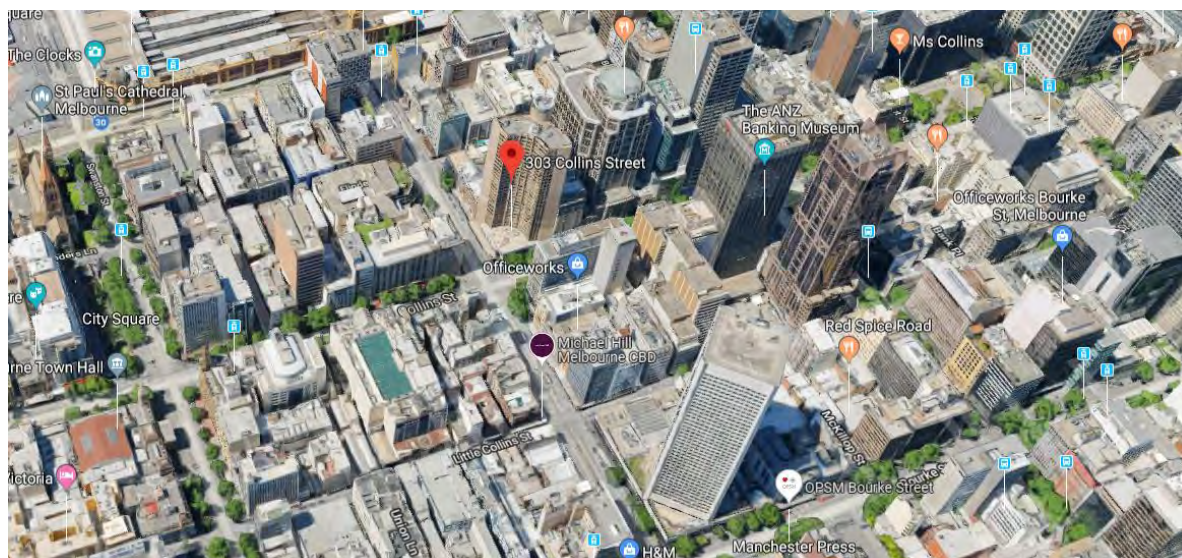
The world's most liveable city



Campus Location

The Lyons College campus is conveniently located in the heart of Melbourne’s central business district on prestigious Collins Street. We are one block from Flinders St Station, with tram stops literally in front of the building. The street address is:

Level 4
303 Collins Street
Melbourne VIC 3000



Contact Details

Name	Position	Email	Phone
Ben Saporta	CEO	ben.saporta@lyons.edu.au	03 8648 6610
Dr Sweta Jain Sud	Dean	sweta.jainsud@lyons.edu.au	03 8648 6610
Miss Grace Whaung	Administration Manager	grace.w@lyons.edu.au	03 8648 6610

Official point of Contact for International Students

Name	Position	Email	Phone
Miss Grace Whaung	Administration Manager	grace.w@lyons.edu.au	03 8648 6610

Key Dates

Below are the indicative semester dates for 2022 & 2023. Please note that these are subject to change and students will be informed of any change to these dates.

2022

Trimester 1/2022		Trimester 2/2022		Trimester 3/2022 (Summer Course)	
Orientation	14 March	Orientation	11 July	Orientation	07 November
Trimester 1 Commences	21 March	Trimester 1 Commences	18 July	Trimester 1 Commences	14 November
Census Date	18 April	Census Date	15 August	Census Date	12 December
Exam Date	20 June	Exam Date	17 October	Exam Date	13 Feb 2023
Trimester 1 Ends	01 July	Trimester 1 Ends	28 October	Trimester 1 Ends	24 Feb 2023

2023

Trimester 1/2023		Trimester 2/2023		Trimester 3/2023 (Summer Course)	
Orientation	13 March	Orientation	10 July	Orientation	06 November
Trimester 1 Commences	20 March	Trimester 1 Commences	17 July	Trimester 1 Commences	13 November
Census Date	17 April	Census Date	14 August	Census Date	11 December
Exam Date	19 June	Exam Date	16 October	Exam Date	12 Feb 2024
Trimester 1 Ends	30 June	Trimester 1 Ends	27 October	Trimester 1 Ends	23 Feb 2024

Public Holiday 2022		
New Year's Day	Saturday	1 January
Australia Day	Wednesday	26 January
Labour Day	Monday	14 March
Good Friday ¹	Friday	15 April
Easter Sunday	Sunday	17 April
Easter Monday	Monday	18 April
Anzac Day	Monday	25 April
Queen's Birthday	Monday	13 June
AFL Grand Final	Subject to AFL schedule	
Melbourne Cup	Tuesday 1	November 4
Christmas Day	Sunday	25 December
Boxing Day	Monday	26 December

Public Holiday 2023		
New Year's Day	Sunday	1 January
Australia Day	Thursday	26 January
Labour Day	Monday	13 March
Good Friday	Friday	7 April
Easter Sunday	Sunday	9 April
Easter Monday	Monday	10 April
Anzac Day ¹	Tuesday	25 April
Queen's Birthday	Monday	12 June
AFL Grand Final	Subject to AFL schedule	
Melbourne Cup	Tuesday	7 November
Christmas Day	Monday	25 December
Boxing Day	Tuesday	26 December



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Facilities

Library and Learning Resources

As part of our commitment to enable students to achieve their academic endeavours, Lyons College has a physical library on campus. There are many textbooks available, including the prescribed textbooks for all units being taught, both in VET and higher education courses.

Depending on the course, Lyons College will provide students with electronic textbooks at no cost to the student. As well as this, Lyons College subscribes to various resource and information services where students can access a range of e-books, journals, articles and other publications.

Lyons College subscribes to the ProQuest Collection. The collection features thousands of full-text journals, dissertations, working papers, key business and economics periodicals such as The Economist and Sloan Management Review, country-and industry-focused reports, and major news sources like the Wall Street Journal. The library also contains photocopiers and printers for student use. Resources may be borrowed via the library team or electronically.

Computer access

Lyons College has two dedicated computer labs for students to use. Students will be issued with a Lyons College email address and will have access to Microsoft Office during the entire period of their enrolment. This will be at no cost to the student.

Students will also have access to a printer and photocopier. There will be reasonable costs associated with printing and photocopying, however students will be provided with an initial credit for printing and photocopying services.

Wi Fi access

All Lyons College facilities have full student Wi-Fi access.

Break out rooms for group work

There are several teaching rooms available to students as breakout rooms or group study rooms. These can be booked in advance through reception.

Communal Kitchen Facility

Lyons College has created a casual break out area for students containing kitchen facilities. Students have access to a fridge, microwave, sandwich press, kettle and water dispenser. There are couches and chairs and tables to provide a relaxed area for students to hang out in between class or to eat their meals at lunchtime.

First Aid Facilities

A first aid kit is available at reception. In the case of a medical emergency, please inform the nearest Lyons College staff member for assistance and guidance.

Teaching Facilities

To help create an environment for students to succeed, Lyons College has invested in modern campus. There are eight teaching rooms which can be used for lectures or tutorials. All teaching rooms are equipped with audio-visual equipment and students will have access to the Wi-Fi network as well.

There are two fully equipped computer labs which can be used for teaching, as well as being used by students when classes are not scheduled.

Orientation Services



Orientation Services

Lyons College has a full orientation program for beginning students. Orientation sessions are conducted prior to the commencement of a course of study at Lyons College. During Orientation, students participate in many fun social events, they receive important information about student life and attend workshops where they are introduced to Lyons College, meet other students and can ask questions about units they will be undertaking, student support services, course planning and academic expectations.

The purpose of orientation is to inform new students of many aspects of life at Lyons College and to introduce Lyons College's Values and Code of Conduct. The Orientation is also aimed at providing an introduction to studying and to Melbourne's transportation, facilities, events and accommodation. In addition, students will be introduced to Lyons College staff, and a tour Lyons College and its surroundings.

Students will be encouraged to ask questions to experience the facilities available at Lyons College and its surroundings. It is essential that all students attend the orientation program, otherwise they may miss out on important information which may affect their studies, visa or enjoyment opportunities during their stay in Australia.

The orientation program encompasses a range of educational, course planning, independent living and social information including:

- Providing an introduction to students about studying at Lyons College and living in Australia.
- Providing information about medical and emergency services, complaints and appeal processes and legal services in Victoria.
- Providing details to the students about accessing student support services, study support and English language support at Lyons College.
- Providing a campus tour which includes introduction to campus facilities, teaching staff, student resources and campus surroundings.
- Providing students information sessions about the course requirements and attendance expectation at Lyons College.
- Providing students information sessions about Lyons College's academic staff, the details of which academic staff will be teaching which units, the contact details for the academic staff and the availability of academic staff outside of scheduled class hours.
- Providing all students with an introductory session related to Academic Integrity and Academic Misconduct. This will involve a 2 hour workshop where students are provided the *Academic Integrity and Academic Misconduct Policy* and the *Academic Integrity and Academic Misconduct Procedure* and given an explanation of Lyons College's expectations about these matters.
- Providing students with copies and an overview of all relevant Policies and Procedures to ensure that they are aware of their rights, obligation and the expectations of Lyons College.
- Introducing the Student Representatives (SR) for higher education and explain the role of the SRs for providing assistance, guidance, mentoring and advocacy for students.
- Providing students an awareness about their employment rights, workplace safety and workplace issue resolution by discussing the role and functions of Fair Work Ombudsman.

- Organising additional orientation sessions for students who arrive late to ensure students don't miss important information.
- Providing all the listed services and programs to assist international students at no additional cost.
- Ensuring students achieve expected learning outcomes from their course by providing adequate support services and appropriate course advice.
- Ensuring students have access to Learning Management System enabling international students to manage their course plan and access important documents online.
- Designating sufficient staff members equipped with updated details of Lyon College's support services to be the direct point of contact for the international students.
- Ensuring that staff interacting with the students are aware about Lyons College's obligations under the Education Services for Overseas Students framework and the potential implications for students arising from exercising these obligations.
- Explaining to students their visa details and requirements, outcomes and consequences of breaching the visa requirements and the process after breach of visa requirements.

A photograph of students in a meeting or workshop. In the foreground, a table is covered with a large sheet of paper featuring a hand-drawn diagram with red lines and some text. Several markers are scattered on the table, including a blue cup holding several markers and a clear plastic container labeled 'Fine Tip Markers'. In the background, two students are seated at a table, one holding an orange marker. The image is framed with geometric shapes in orange and teal.

Student Support, Welfare & Wellbeing

Student Support, Welfare and Wellbeing

Lyons College has set out the following key areas of support that will be provided to students:

Academic support

Administrative support

Technology support

Personal support

Disability support

Privacy

In providing support to students, they may disclose personal or private information to Lyons College. The student's Privacy will be respected, and the information will be handled in accordance with the *Privacy Policy*. Student information will remain confidential except where the information is required to be provided by law, or where the student's or someone else's health, safety or security are at immediate risk.

Access to the Student Representative

Students will have access to the Student Representative (SR) for VET or higher education who will provide the following:

- being available to listen to student views and concerns, and actively represent them in an objective and accurate manner;
- provide independent support, advice and advocacy to students free of charge;
- maintain confidentiality and independence when representing students;
- provide independent support, advice and advocacy to students in relation to Lyons College's *Student Complaints and Appeals Policy and Procedure*, Academic Misconduct and Non-Academic Misconduct;
- provide independent support, advice and advocacy for students to resolve misunderstandings or disputes with Lyons College or other students;
- act as a reference point to clarify and explain Lyons College's Policies and Procedures to students; and
- raise student concerns with Lyons College.

Identification of Individual Student Needs

Lyons College will monitor various aspects of each student's engagement to identify students who require support. This monitoring will be both formal and informal. Lyons College, at a minimum, will use the following methods to identify students who may require support:

- Student academic performance reporting
- Staff observations of student behaviour
- Student progression data
- Student attendance and absenteeism reporting
- Complaints from students or staff

- Students approaching staff requesting support for themselves or other students

Once Lyons College identifies that a student requires support, the nature of the type of levels of support will be addressed. This will be communicated to the student to ensure that they understand what support is being offered, and what outcomes Lyons College expects with the provision of the support.

More than one support mechanism may be offered to a student at the one time. This may be due to the different factors that have led to the student requiring support and may include a combination of academic and non-academic support measures. Lyons College wants to take a holistic approach to ensure that the overall needs of students are being met.

All staff have been instructed to encourage students with academic or personal support needs to access support from relevant internal and external support services. Students can schedule appointments with a member of the Student Support team or can simply drop-in to discuss any issues of concern. Access to a welfare specialist is free of charge for students.

Academic Support

Lyons College recognises that quality education includes one-on-one time between students and academic teaching staff. To this end the Academic Board has mandated that a minimum of one hour of consultation per unit per week will be allowed for each academic staff member teaching units in any bachelor program. Additional academic support will be on top of this minimum standard.

Academic staff will be required to pay special attention to the participation and progress of students who have been admitted with special consideration and provided additional academic support. The *HE Course Progression and At Risk Student Policy and Procedure* will provide mechanisms for the early identification and intervention to avoid students falling into the “At Risk” category. Students who have received special consideration and additional academic support at admission will have additional monitoring from academic staff, providing them the opportunity to engage in early intervention strategies to get the student back on track if they are having difficulties.

Lyons College will offer academic support to students if the need is identified. The Course Progression and At Risk Student Policy and the Course Progression and At Risk Student Procedure are key to Lyons College identifying students requiring academic support. Academic support includes the following:

- Direct support from academic staff
- Language, literacy and numeracy support
- Early intervention for “At Risk” students

Academic support will be part of an intervention strategy as outlined in the *Course Progression and At Risk Student Policy and Procedure*. Lyons College academic staff will also provide academic support to the student outside of the normal scheduled class times. If required, and where reasonable, Lyons College may seek external assistance to provide specialist academic support to students.

Academic support may be provided on a one to one basis, or where appropriate, in a group setting. Examples of academic support that can be offered to students who have been identified as requiring it include, but are not limited to, the following:

- Assistance from academic staff to help with academic writing skills
- Assistance from academic staff for unit/course specific issues
- Assistance from academic staff to improve English language skills
- Assistance from staff for referencing techniques and using online databases

The Course Coordinator (for higher education courses) and the VET Manager (for VET courses) will be responsible for assessing a student's need for academic support and for following the *Course Progression and At Risk Student Policy and Procedure*.

Administrative and Technology Support

Lyons College will offer administrative and technology support to all students on a needs basis. This includes the provision of information or services prior to students who are encountering difficulties. Lyons College is proactive in its support services offered to students that remedial actions are not required at a later stage.

Examples of administrative and technology support that Lyons College will offer to students includes, but not limited to, the following:

- Orientation services
- Information and resources in relation to support services
- Assistance with enrollment
- Access to internet and network
- IT and software support for resources provided by Lyons College

Orientation Services

Lyons College has a *Domestic Student Orientation Policy and Procedure* as well as an *International Student Orientation Policy and Procedure*. These set out the information and resources provided to students commencing with Lyons College. This is to equip and inform students on all aspects of their student experience at Lyons College.

The Orientation program provides students with information on how to access the various support service offered by Lyons College. The Administration Manager, along with the Course Coordinator (for higher education courses) and the VET Manager (for VET courses), will be responsible for delivering the Orientation program as set out in the *Domestic Student Orientation Policy and Procedure* and the *International Student Orientation Policy and Procedure*.

Information and Resources in Relation to Support Services

Apart from the information provided in the Orientation program, Lyons College will offer additional information and resources to ensure that students are aware of the support services

available to them. At a minimum, Lyons College will provide students information and resources to students in the form of:

- The Orientation program
- The Orientation pack
- The relevant Student Handbook
- Information published on the Lyons College Website

The Administration Manager (along with the IT Manager for online content) will be responsible for ensuring that students receive the above information and resources.

Assistance With Enrolment

The Administration Manager and Student Administration staff will be responsible to provide students with assistance with enrolment. Assistance with enrolment will include:

- Providing information and assistance during the enrolment and admissions process
- Providing information and assistance with unit and course enrollment activities
- Providing information and assistance with fees and payment options
- Providing information and assistance for obtaining Government funding or subsidies (for domestic students)
- Providing information and assistance through the RPL process

Access to Internet and Network

The Administration Manager, IT Manager, Student Administration Staff and IT Helpdesk will be responsible for ensuring that students are provided with access to the internet and the network. This includes:

- The creation of the student's Lyons College email address
- Access to the LMS (Moodle)
- Access to the internet while on campus (both through LAN and wi-fi)
- Access to the computer labs when classes are not scheduled there

IT and Software Support for Resources Provided by Lyons College

The Administration Manager, IT Manager, Student Administration staff and IT Helpdesk staff will be responsible for providing support for students in relation to IT and software provided to students by Lyons College. This includes:

- Troubleshooting access issues for students (for example resetting passwords, configuring hardware)
- Assistance from staff for use of the learning management system

Personal Support

Lyons College will seek to identify students requiring personal support, ensuring that early intervention is provided to protect the welfare and wellbeing of the student. Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or may be in breach of the Code of Conduct.

A student may be identified as requiring personal support and intervention where their physical or mental welfare and wellbeing is at risk. This may be linked to academic performance, but poor academic performance alone should be dealt with under the *Course Progression and At Risk Student Policy* and *Procedure*.

If a student is identified as requiring personal support, staff (within the limits of their personal and professional experience or training) will need to assess the individual needs of students. Where support is available internally, Lyons College staff will provide the necessary support. Where Lyons College staff do not possess the skills to adequately provide support to the student, Lyons College will obtain external specialist support to ensure the safe welfare and wellbeing of the student.

Personal Support available to students will include:

- Counselling on non-academic matters
- Assistance for students transitioning into their courses
- Assistance for international students transitioning to student life in Australia
- Assistance with health issues
- Welfare and disability support
- Providing information regarding specialist services
- Pastoral support

All staff will be responsible for monitoring student behaviour and identifying incidents or students that require Lyons College's to provide personal support. Once Identified, the Administration Manager, Dean, Course Coordinator and VET Manager (as appropriate) will be responsible for ensuring that identified students receive the appropriate support services.

Disability Support

Lyons College ensures that students who have a disability are afforded every opportunity to succeed at their academic endeavours. This has been set out in the *Diversity and Equity Policy*. Reasonable adjustments will be made for students who have been identified as requiring disability support.

During the admissions and enrolment process, students are asked if they have disabilities or a long-term medical condition that may require additional support from Lyons College. Students identified as requiring additional disability support will be consulted to determine what reasonable adjustments Lyons College can provide to the student.

Where a student has been identified as requiring additional disability support, it will be the responsibility of the Administration Manager along with the Dean to ensure that it is provided.

Reasonable adjustment for a student with a disability could include:

- Reasonable adjustment to the teaching environment for students with a disability
- Reasonable adjustment to assessment/ exam conditions during assessment/ examination periods
- Reasonable adjustment to facilities for students with a disability
- Loan of and/or advice on specialist equipment
- Assistance in obtaining education materials in alternative formats
- Temporary assistance due to short term illness/hospitalisation

Lodge a Complaint

Lyons College takes complaints seriously and will investigate and take appropriate actions when necessary. Lyons College endeavours to ensure that students get the best outcomes possible. To lodge a complaint you will need to follow the *Student Complaints and Appeals Procedure* which is available on Lyons College website as well as in the Policies and Procedures section of this Handbook.

The ESOS Framework



The ESOS Framework

People studying in Australia on a student visa are often referred to as an 'international student' or an 'overseas student'. The two different terms are one in the same, however the term 'international students' is used by providers and the term 'overseas student' is more commonly used by the Government Departments and referred to in various legislation.

Legislative protections for overseas students in Australia

Higher Education Standards Framework (Threshold Standards)

Under the [*Tertiary Education Quality and Standards Agency Act 2011*](#), all higher education providers must meet the [*Higher Education Standards Framework \(Threshold Standards\) 2015*](#) as a minimum condition of registration. Under the Threshold Standards, all providers who offer higher education to students in Australia on a student visa must provide support services, including initial orientation and academic support to those students.

The Education Services for Overseas Students legislative framework

Following is an overview of the ESOS Framework:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

In addition to the requirements of the Threshold Standards, the [*Education Services for Overseas Students Act 2000*](#) (ESOS Act) and [*related legislation*](#), including the [*National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(National Code\)*](#), make specific provision for the protection of overseas students studying with Australian providers in any education sector.

The ESOS Act establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

The Australian Government's legal framework requires Lyons College to deliver quality education and a high level of care to our international students on an Australia Student Visa. The framework consists of:

- [Education Services for Overseas Students Act 2000](#) (the Act)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (the National Code)

The below resources will help you understand your rights and responsibilities and the obligations of the Lyons College under the ESOS framework.

- [Student rights and responsibilities under the ESOS framework \(pdf, 411KB\)](#)
- [Overview of the National Code 2018](#)
- [Tuition Protection Service \(TPS\) information](#)

In the higher education sector, these arrangements are primarily enforced by the [Tertiary Education Quality and Standards Agency](#) (TEQSA), which also enforces the Threshold Standards.

International education: ensuring quality and protecting students

Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at

<https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>.

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

Last updated 17 November 2017

Opportunity through learning

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, **Making complaints and getting help**.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is

paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on **page 5** of this fact sheet under **Protecting your tuition fees**.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement, and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents, or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists

international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

□ complete their studies in another course or with another education institution, or □ receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, **Making complaints and getting help**.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen.

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-OverseasStudents-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: https://twitter.com/fairwork_gov_au
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

A low-angle photograph of graduates in black gowns and white stoles, cheering with their arms raised against a clear blue sky. Numerous black graduation caps with tassels are captured mid-air, scattered across the upper half of the frame. The image is overlaid with large, semi-transparent geometric shapes in shades of orange and teal. The text 'Graduate Attributes' is centered in a bold, orange, serif font.

Graduate Attributes

Graduate Attributes

Graduate Attributes are the key learning, skills and competencies that are expected of a successful graduate of Lyons College. Lyons College has the following Graduate Attributes:

<p>GA 1: Sound Knowledge in Key discipline areas</p> <p>Graduates will have the required theoretical, technical and practical knowledge in the essential fields and be able to build on the acquired knowledge and skills as a foundation for pursuing continuous learning</p>
<p>GA 2: Technical Skills</p> <p>Graduates will have sound technical and practical skills to demonstrate broad competence in disciplinary knowledge and in-depth command in the application of knowledge and skills.</p>
<p>GA 3: Critical Thinking Skills</p> <p>Graduates will have the cognitive skills to critically review existing knowledge and consolidate ideas towards a coherent thought.</p>
<p>GA 4: Problem Solving Skills</p> <p>Graduates will be able to use critical thinking, creative skills and personal judgment to anticipate and solve complex and diverse problems.</p>
<p>GA 5: Effective Communication, Teamwork and Interpersonal Skills</p> <p>Graduates will communicate ideas and knowledge clearly to various stakeholders and demonstrate appropriate interpersonal skills for working collaboratively and inclusively in different teams and environments.</p>
<p>GA 6: Sound Judgment and Ethical Behaviour for Professional Practice and Scholarship</p> <p>Graduates will use acquired knowledge and skills and independent judgment for ethical decision making in professional practice and scholarship.</p>
<p>GA 7: Application of Knowledge and Skills to Diverse Contexts of professional Practice</p> <p>Graduates will build on their acquired knowledge and skills for pursuing continuous learning and be professionally adaptive and responsive to changes in the micro and macro environments in which they operate.</p>
<p>GA 8: Application of Knowledge and Skills for Continuous Learning and Professional Adaptation</p> <p>Graduates will be confident in applying acquired knowledge and technical skills to anticipate and manage diverse problems across time and place.</p>



COURSE INFORMATION

The Bachelor of Accounting

The Bachelor of Accounting (BAcc) is designed to align with the core Vision of Lyons College, and to develop graduates who have:

- a breadth of insight into current scholarly approaches to accounting, finance, statistics, forecasting and risk management; and
- the requisite skills and attributes to meet evolving business challenges.

Graduates of the Lyons College Bachelor of Accounting course will be thoroughly prepared for a broad range of career opportunities, both within Australia and internationally.

Lyons College has developed the BAcc with input from industry and employers to ensure that the degree is relevant and at the forefront of the Accounting profession.

The structure of the BAcc has taken into account the requirements of peak professional accounting bodies such as Chartered Accountants Australia and New Zealand (CA ANZ), CPA Australia and the Institute of Certified Management Accountants (ICMA). Lyons College is in the process of having the BAcc accredited with CPA Australia and CA ANZ.

The BAcc is a three-year course, with two semesters per year. The BAcc will only be offered on a full-time basis. In order to be awarded the Bachelor of Accounting degree, students must complete all 20 Compulsory Units plus any 4 Elective Units.

Course	Bachelor of Accounting (BAcc)
Semesters per Year	3
Units Per Semester	4
Duration	3 years full time
Delivery Mode	Face to face
No of Units required for completion	24
Credit points per Unit	10
Credit points required for completion	240

Course Learning Outcomes

The Bachelor of Accounting course has the following expected Course Learning Outcomes which are consistent with the Australian Qualifications Framework (AQF) Level 7 descriptors. On successful completion of this course students will be able to:

<p>CLO 1</p> <p>Illustrate an accounting and business knowledge base built on detailed theoretical and practical learning, which will provide the foundation for ongoing professional application and continued professional development</p>
<p>CLO 2</p> <p>Critically analyse, coordinate and generate ideas and information pertaining to the discipline of accounting, in particular business, financial, statistical, forecasting and risk management</p>
<p>CLO 3</p> <p>Demonstrate an understanding of business needs in an ever changing environment, with attention to the fields of finance, statistic, forecasting and risk</p>
<p>CLO 4</p> <p>Provide independent, judicious, timely and accurate solutions to complex business problems which centre around maximising client outcomes in an ever changing business environment</p>
<p>CLO 5</p> <p>Communicate with all stakeholders alike with business focussed clarity, providing a wealth of understanding of the full breadth of accounting needs of the business or client</p>
<p>CLO 6</p> <p>Innovate in providing a solutions-based approach utilising planning and decision making skills, focussing on the implications of financial information in a broader business context</p>
<p>CLO 7</p> <p>Be flexible and agile in operating in broad and varied environments, bringing intellectual rigour to the business sector</p>
<p>CLO 8</p> <p>Coordinate with other professionals at the highest standards of responsibility and accountability whilst applying a contemporary knowledge base to one's own practice of accounting</p>

Potential Employment Opportunities for Graduates of the BAcc

The course is expected to achieve dual intended outcomes for students: first, to offer a comprehensive program that contains an appropriate balance of general and specialised knowledge and skills to produce well-rounded graduates; and second, to foster a range of transferable skills that will enhance graduate employability. These include critical thinking, financial literacy, communication skills, teamwork and relevant technical skills.

Lyons College's intention for the course is to produce graduates who know how to be critically informed on technical and general issues, and have a flexible and mature approach that allows them to adapt to the particularities of the environments they find themselves in. The knowledge and skills developed will allow students to solve complex problems and communicate suggestions that are responsive to the contexts and communities in which they work.

Lyons College Bachelor of Accounting graduates are expected to find employment across the corporate sector, industry, government and in non-profit organisations, among others.

This degree is expected to offer potential employment opportunities in the following fields:

- Financial accountant: Financial decision-making through collecting, analysing, investigating, and reporting financial data
- Management accountant: Budgeting and assisting organisations to improve profitability and growth
- Business finance analyst: Analysing and summarising financial data to anticipate possible future risks and possibilities and suggesting mechanisms for mitigating any risks and to provide information to executives, managers and stakeholders to assist them in making financial decisions
- Business Consultancy: Improving the overall performance of a business by assessing its weaknesses and proposing solutions
- Auditing Consultancy or Auditor: Protecting a company's assets and quality by ensuring compliance with internal and external control procedures and regulations
- Tax Advisory: Providing advice to individual or business clients to ensure they manage their legally required taxation obligations.

PLEASE NOTE

Enrolment does not guarantee any successful academic outcome. Successful completion of the course does not guarantee any employment outcome. Enrolment does not guarantee any immigration outcome.

Structure, Duration and Modes of Delivery

Lyons College will run two 14-week semesters each calendar year. The full-time load for a student will be 4 Units per semester. The full-time academic year will consist of 8 Units, with enrolments of more than 8 Units per academic year requiring approval from the Dean/Academic Manager or the Learning and Teaching Committee.

The proposed course structure has a total of 24 Units, consisting of 20 Compulsory Units and 4 Elective Units. There are 6 Electives for students to choose from. Each Unit is equivalent to 10 credit points. This is based on a student not having any RPL or credits granted.

In order to be awarded the Bachelor of Accounting degree, students must complete all 20 Compulsory Units plus any 4 Elective Units. This means a total of 240 credit points. Again, this is based on a student not having any RPL or credits granted.

Each Unit will require students to attend 52 hours of face-to-face teacher guided contact hours. This is based on a 13-week teaching period (including one revision week) with four face-to-face contact hours per week. During the semester students will also be expected to undertake an average of 5-6 hours of independent study per week on each Unit (a total of 10 hours per week per Unit).

	Year 1	Year 2	Year 3
Semester 1	ACC101 Principles of Accounting	LAW202 Corporations Law	ACC306 Auditing and Assurance
	BUS101 Business Communications	FIN201 Corporate Finance	BUS303 Business Ethics and Corporate Governance
	ECO101 Principles of Economics	ACC204 Financial Accounting and Reporting	Elective 2
	MGT101 Managing Organisations	ICT201 Business Information Systems	Elective 3
Semester 2	LAW101 Business Law	LAW203 Taxation Law	ACC307 Accounting Theory and Contemporary Issues
	BUS102 Business Statistics	FIN202 Financial Instruments and Markets	ACC308 Accounting Analysis and Business Valuation
	ACC102 Accounting Information Systems	ACC205 Corporate Accounting	BUS304 Integrative Group Project
	ACC103 Cost and Management Accounting	Elective 1	Elective 4

List of Units of Study

The following is a table of 20 Compulsory units and 6 Elective Units.

20 Compulsory Units	
1 ACC101 Principles of Accounting	11 BUS303 Business Ethics and Corporate Governance
2 ACC102 Accounting Information Systems	12 BUS304 Integrative Group Project
3 ACC103 Cost and Management Accounting	13 LAW101 Business Law
4 ACC204 Financial Accounting and Reporting	14 LAW202 Corporations Law
5 ACC205 Corporate Accounting	15 LAW203 Taxation Law
6 ACC306 Auditing and Assurance	16 ICT201 Business Information Systems
7 ACC307 Accounting Theory and Contemporary Issues	17 FIN201 Corporate Finance
8 ACC308 Accounting Analysis and Business Valuation	18 FIN202 Financial Instruments and Markets
9 BUS101 Business Communication	19 ECO101 Principles of Economics
10 BUS102 Business Statistics	20 MGT101 Managing Organisations
Elective Units (Any four from the following six)	
21 MKT201 Marketing	24 BUS206 Entrepreneurship
22 FIN303 Financial Planning	25 MGT302 Strategic Management
23 BUS205 International Business	26 ACC309 Advanced Management Accounting

There are six Elective units on offer for this course. The students are to choose any four from the six. The Elective Units are designed to help students broaden their knowledge base in the areas of Marketing, International Business, Strategic Management, Financial Planning, Entrepreneurship, or Advanced Management Accounting.

One Elective unit may be chosen in the second semester in the second year, two in the first semester in third year and two in the final semester of third year. The rationale behind this progressive distribution of electives is that in the third year level students would have a matured understanding and clear direction of their chosen career path and they will be able to make a more informed decision about electives.

Pre-requisite Units

Pre-requisite units

Unit	Pre-requisite unit
ACC102 Accounting Information Systems	ACC101 Principles of Accounting
ACC103 Cost and Management Accounting	ACC101 Principles of Accounting
ACC204 Financial Accounting and Reporting	ACC102 Accounting Information Systems
ACC205 Corporate Accounting	ACC204 Financial Accounting and Reporting
ACC306 Auditing and Assurance	ACC205 Corporate Accounting
ACC307 Accounting Theory and Contemporary Issues	ACC205 Corporate Accounting
ACC308 Accounting Analysis and Business Issues	BUS102 Business Statistics ACC205 Corporate Accounting
ACC309 Advanced Management Accounting	ACC103 Cost and Management Accounting
BUS303 Business Ethics and Corporate Governance	MGT101 Managing Organisations
BUS304 Integrative Group Project	Completion of 15 of the 17 compulsory units in Year 1, Year 2 and semester 1 of Year 3.
FIN201 Corporate Finance	BUS102 Business Statistics
FIN202 Financial Instruments and Markets	FIN201 Corporate Finance
BUS205 International Business	FIN201 Corporate Finance
BUS206 Entrepreneurship	MGT101 Managing Organisations
FIN303 Financial Planning	FIN201 Corporate Finance LAW203 Taxation Law
LAW202 Corporation Law	LAW101 Business Law
LAW203 Taxation Law	LAW101 Business Law
MGT302 Strategic Management	MGT101 Managing Organisations
MKT201 Marketing	MGT101 Managing Organisations

Tuition Fees

Students will be charged in accordance with the final fee structure outlined in their individual Student Agreement. There will be no change to the tuition fee for a student once that student has signed an individual Student Agreement. Lyons College has set the following indicative tuition fees for 2020 and 2021. For further information, please refer to the *HE Fees and Charges Policy*, which is available on Lyons College website as well as in the Policies and Procedures section of this handbook.

Year	2021	2022
Cost per Unit	AU \$2,100	AU \$2,100
Full Year Cost	AU \$16,800	AU \$16,800

Non-Tuition Fees and Charges

Fee Type	Description	Amount AU\$
Enrolment Fee	Payable upon acceptance of an offer of admission (May be waived at Lyons College's discretion)	\$250.00
Processing Fee	Service fee for international student's application processing.	\$250.00
Material Fee	Payable upon acceptance of an offer of admission (May be waived at Lyons College's discretion)	\$300.00
Change of Course Fee	Payable upon acceptance of a change of course to a different discipline or level.	\$300.00
Reassessment Fee	Payable on student having their study outcomes reassessed	\$50.00
Reinstatement Fee	Payable when a student's enrolment has been suspended due to non-payment of tuition fees	\$300.00
Deferral of Study Fee (for prospective student's first time deferment only)	Payable when a student's enrolment has been deferred	\$0.00
Deferral of Study Fee (for prospective student, from second time deferment)	Payable when a student's enrolment has been deferred (May be waived at Lyons College's discretion)	\$250.00
Deferral of Study Fee (for existing/enrolled students)	Payable when a student's enrolment has been deferred	\$250.00
Suspension Fee	Payable when a student's enrolment has been suspended	\$250.00
Late Payment Fee	Payable when there is any outstanding balance remaining for tuition fees as stipulated in the Student Agreement or Fee Payment Agreement.	1 to 7 days : \$150 8 to 14 days : \$300 15 to 21 days : \$450 22 to 28 days : \$600

Replacement Statement of Attainment	Payable when a student requests a replacement Statement of Attainment	\$25.00
Replacement Testamur	Payable when a student requests a replacement Testamur	\$50.00
English Placement Test	Payable when student takes the English Placement Test	\$50.00
Printing and Photocopying	Payable by student for printing and photocopying using their PaperCut account	A4 Black and white single sided : \$0.10 A4 Black and white double sided : \$0.14 A4 Colour single sided : \$0.50 A4 Colour double sided : \$0.70 A3 Black and white single sided : \$1.00 A3 Black and white double sided : \$1.50 A3 Colour single sided : \$2.00 A3 Colour double sided : \$3.00

For further information, please refer to the *HE Fees and Charges Policy*, which is available on Lyons College website as well as in the Policies and Procedures section of this handbook.

Tuition Protection

Lyons College has tuition protection for international students through the Australian Government’s Tuition Assurance Scheme (TPS). The TPS provides tuition protection for international students in the unlikely event that Lyons College is unable to deliver the course which international students are enrolled in. Lyons College ensures that prepaid tuition fees from international students are isolated in a separated bank account until they commence their course. For further information about Tuition Assurance Scheme, please refer to <https://tps.gov.au>.

Lyons College will get a membership of the Australian Students Tuition Assurance Scheme (ASTAS) through The Independent Tertiary Education Council Australia (ITECA). ITECA provides tuition protection for domestic students in the unlikely event that Lyons College is unable to deliver the course which domestic students are enrolled in.

Teach Out

Lyons College will ensure that appropriate arrangements are in place for the teach out of students if a course is discontinued for any reason. For further details, please refer to the *Critical Incidents and Business Continuity Policy* which is available on Lyons College website as well as in the Policies and Procedures section of this handbook.

Academic Integrity and Academic Misconduct

Academic Integrity means pursuing academic endeavours in an honest and ethical manner, ensuring that information, theories, written text and ideas which are not original are acknowledged and referenced appropriately. Academic Integrity can also be defined as ‘a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. From these values flow principles of behaviour that enable academic communities to translate ideals to action’ (International Centre for Academic Integrity, 2014).

Academic Misconduct means a breach of Academic Integrity. This includes pursuing academic endeavours in a dishonest and unethical manner, with the intention of circumventing the assessment process and gaining an unfair and unwarranted advantage. Examples of Academic Misconduct include, but are not limited to:

- Assisting another person to engage in Academic Misconduct
- Cheating
- Collusion
- Contract Cheating
- Falsifying or fabricating data used in the course of academic endeavours
- “Free riders” in group scenarios and group assessments
- Plagiarism
- Providing falsified or fabricated documents to obtain credit and/or recognised prior learning

Principles of Academic Integrity

Lyons College has determined the following Principles of Academic Integrity:

1. All students are expected to act with Academic Integrity.
2. Lyons College will provide information, training and support to inform students of their obligations to act with Academic Integrity.
3. Lyons College will provide information, training and support to inform students about breaches of Academic Integrity and Academic Misconduct, and potential disciplinary actions and penalties for findings of such.
4. All staff are expected to promote, uphold and act with Academic Integrity.
5. Lyons College will provide information, training, professional development and support to ensure all staff are aware of their role in promoting, upholding and acting with Academic Integrity.
6. Lyons College will provide information, training, professional development and support to ensure Academic Staff are aware of their role in detecting, dealing with and reporting any allegations or incidences of breaches of Academic Integrity and Academic Misconduct.

7. All staff and students are expected to report allegations or incidences of breaches of Academic Integrity and Academic Misconduct.
8. All allegations or incidences of breaches of Academic Integrity and Academic Misconduct will be recorded in the Academic Misconduct Register.
9. The Board and Academic Board will receive regular reports on allegations or incidences of breaches of Academic Integrity and Academic Misconduct, which may include being presented with the Academic Misconduct Register.

Promotion of Academic Integrity

Lyons College will facilitate and promote Academic Integrity and the principles of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* through the following:

- Ensuring the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* are publicly available on the Lyons College website.
- Providing students and prospective students the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* in the relevant Student Handbook prior to admission.
- Ensuring that Student Agreements refer to and provide links to the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Ensuring that students are provided with an introductory session on Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* on Orientation.
- Providing students with regular refresher training on Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* on Orientation.
- Ensuring that students are informed and aware of their own obligations and responsibilities for understanding what constitutes good Academic Integrity, Academic Misconduct and assessment and examination requirements.
- Ensuring that students are aware of what constitutes Academic Misconduct, the process for investigating allegations of Academic Misconduct and potential penalties if found guilty of Academic Misconduct.
- Where available, providing students access to student specific similarity detecting software through Moodle, Lyons College's Learning Management System, and encourage them to self-assess their work prior to submission.
- Requiring students to provide a signed coversheet with assessments where they attest to the authorship of the assessment, ensuring that students are aware of potential penalties if they are found guilty of a breach of Academic Integrity or are guilty of Academic Misconduct.
- Requiring students to complete a Peer Evaluation Form for group assessments, in particular to identify if any members of the group are "free riding".

- Providing ongoing professional development and training to Academic Staff on Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* on Orientation.
- Providing Academic Staff resources and information in best practices for promoting and maintaining Academic Integrity through benchmarking and external referencing against comparable providers.
- Providing Academic Staff access to academic staff specific similarity detecting software to assess and provide reports on students' work after it has been submitted.
- Senior Academic Staff providing guidance and mentoring to other Academic Staff and students about Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Ensuring that Academic Staff who design assessments do so in a manner that minimises the risk of Academic Misconduct. Measures to reduce the risk of Academic Misconduct can include, but are not limited to:
 - ◆ the use of unique case studies;
 - ◆ include verbal presentations as a potential assessment task;
 - ◆ requiring student provide progress drafts at specific times prior to final submission;
 - ◆ not re-using previous assessment tasks from prior study periods; and
 - ◆ including invigilated and controlled assessments such as quizzes and exams.

For further details, please refer to the *Academic Integrity Policy and Academic Integrity and Academic Misconduct Procedure*, which is available on Lyons College website as well as in the Policies and Procedures section of this handbook.

A photograph of three women in a modern office environment. They are gathered around a white laptop on a glass table, looking at the screen with interest. The woman on the right is wearing glasses and a blue top, pointing at the screen. The woman in the middle has long brown hair and is also wearing a blue top. The woman on the left has long dark hair and is smiling. In the background, there is a black metal shelving unit with various plants and decorative items. The image is overlaid with geometric shapes in orange and teal colors.

Entry Requirements

Entry Requirements

To be considered for admission to the Bachelor of Accounting Course, applicants must meet the following entry requirements.

International applicants must meet the following English language requirements:

➤ ***English proficiency***

International students are required to meet both academic entry and English proficiency requirements.

In addition to the English language requirement, International applicants must meet the following one of the following entry requirements:

➤ ***Applicants with higher education study***

Successful completion of at least one year of a higher education course at an Australian higher education provider (at AQF level 7) within the last 10 years.

➤ ***Applicants with vocational education and training (VET) study***

Successful completion of a Vocational Education and Training (VET) award at Certificate IV or higher at an Australian Registered Training Organisation (or equivalent) or higher education provider (within the last 10 years)

➤ ***Applicants with work and life experience***

Lyons College will not consider work experience alone as a prerequisite for admission

➤ ***Applicants with recent secondary education (within the past two years)***

Successful completion of Year 12 (or equivalent) with required minimum ATAR (or equivalent) of 60 or successful completion of the International Baccalaureate (IB) Diploma with a minimum of 24 points.

For further details, please refer to the *HE Admissions Policy* and *HE Admissions Procedure*, which is available on Lyons College website as well as in the Policies and Procedures section of this handbook.



Admissions Process

Admissions Process

The Lyons College Admissions Procedure involves the following steps:

1. Expression of Interest and Application Submission.
2. Application Assessment.
3. Issuing a Letter of Offer and Student Agreement.
4. Acceptance of Offer and Payment of Fees.
5. Confirmation of Admission.

1. Expression of Interest and Application Submission

A prospective student will express interest in entering a course offered by Lyons College. They may do so via the website, by email, over the phone or in person at campus. The prospective student will be provided with all of the relevant information on the course and Lyons College or will be provided with a link where they can access this information.

If the prospective student wishes to proceed, they must complete an application form, provide the required documentary evidence and submit them to Lyons College.

2. Assessment of Application

A Lyons College Student Administration team member will assess the application submitted by the applicant. Student Administration will assess the application prior to admission of a student into a higher education course at Lyons College.

2.1 Is the application Complete?

Student Administration will first check for completeness which that consider the following:

- Does the application include all the applicants details?
- Are all fields of the application completed?
- Has the applicant attached all required documentation?

If the answer to any of the above is 'no', Student Administration must contact the applicant and request any outstanding information or documents and advise that the applicant needs to resubmit the complete application.

2.2 Does the application meet the entry requirements?

Each higher education course at Lyons College has course specific minimum entry requirements. If the application meets the minimum entry requirements for admission into the course which the applicant has applied for, the application will proceed. The applicant will be sent a Letter of Offer and Student Agreement as set out in part 3 below.

If the application does not meet the course specific minimum entry requirements for admission into the course, the application will be assessed to see if the applicant is eligible for special consideration. The Admission Policy outlines what criteria that will be used for considering the admission of an applicant under special consideration.

If the application does not qualify for special consideration, the applicant will be informed in writing that the application has been rejected. The applicant will also be provided a link to the Student Complaints and Appeals Policy and Procedure if they wish to have the decision reviewed.

2.3 Does the application qualify for special consideration?

Admission by special consideration can only be approved by the CEO, the Dean, the Academic Manager or the Administration Manager. Student Administration should refer the application to one of these authorised staff members to assess eligibility for special consideration.

Special consideration may be granted for any of the following reasons:

- applicants with a disability;
- applicants with learning or language difficulties;
- applicants from a socioeconomic disadvantaged background;
- applicants of Aboriginal or Torres Strait Islander descent as outlined in the *Aboriginal and Torres Strait Islander Peoples Framework Policy*; and
- applicants who have suffered some other disadvantage to their ability to access education.

Applicants seeking special consideration will be required to provide information regarding the basis for special consideration and the support required to allow Lyons to determine the reasonable adjustment requirement to best support the applicant in their course of study where special consideration is granted.

If an applicant is eligible for special consideration, any additional support provided will be in accordance with the *Student Support, Welfare and Wellbeing Policy and Procedure*. Where additional support is provided, particularly additional academic support, the student will require additional monitoring by academic staff and early intervention should be fast tracked to avoid the student falling into the “At Risk” category under the *Course Progression and At Risk Student Policy and Procedure*.

Applicants with a disability

The applicant is to provide documentation from their health professional, providing support for the applicant seeking special consideration on this basis, and if special consideration is granted, provide details of the support that the applicant would need to reasonably:

- participate in class and tutorials;
- complete individual and group course assignments and assessments; and
- independently complete examinations.

Applicants with learning or language difficulties

The applicant is to provide documentation from their health professional providing support required for the applicant seeking special consideration. Additionally, the applicant is to provide documentation from either their health professional or previous educator/teacher that details the applicant's support needs, should special consideration be granted, to reasonably meet the academic demands of a course of study including:

- participation in class and tutorials;
- complete individual and group assignments and assessments; and
- independently complete examinations.

Applicants from socioeconomic background and applicants who have suffered some other disadvantage to their ability to access education

The applicant is to provide documentation from their previous educator or teacher to support the applicant seeking special consideration, and if special consideration is granted, information about the support that the applicant would require, to reasonably meet the academic demands of a course of study including:

- participate in class and tutorials;
- complete individual and group course assignments and assessments; and
- independently complete examinations.

Applicants of Aboriginal or Torres Strait Islander descent

Applicants who identify as being of Aboriginal or Torres Strait Islander descent will be considered under the Aboriginal and Torres Strait Islander Peoples Framework Policy. Please refer to the Aboriginal and Torres Strait Islander Peoples Framework Policy for further details.

Students who identify as ATSI may be eligible for special consideration for enrolment and admission as a student at Lyons College. To be eligible for special consideration, students who identify as being of Aboriginal or Torres Strait Islander (ATSI) descent must:

- be of ATSI descent;
- identify themselves as being of ATSI descent when making an application;
- be accepted as an ATSI in the community where lived (or have lived); and
- be able to provide a Confirmation of Aboriginality.

Once a student has identified that they are of ATSI descent and have provided the relevant information and documentation, they will be asked to attend an interview at the Lyons College campus. The interview will be conducted with a senior member of staff, and may include the CEO, the Dean, the Academic Manager and/or the Administration Manager.

The purpose of the interview is to assess what additional support, if any, may be required to provide the student the best opportunity to succeed in their academic endeavours. Additional support can include:

- English Language Support.

- Additional Academic and Tutorial Support.
- IT and Systems Support.
- Counselling and Mental Health Services.
- Cultural Support.
- Pastoral Support.

If the applicant is eligible for special consideration under the *HE Admission Policy*, the authorised staff member must provide Student Administration with a written approval (email is acceptable). The applicant will be sent a Letter of Offer and Student Agreement as set out in part 3 below.

If the applicant has been assessed that they do not qualify for special consideration, the applicant will be informed in writing that their application has been rejected. The applicant will also be provided a link to the *Student Complaints and Appeals Policy and Procedure* if they wish to have the decision reviewed.

3. Letter of Offer and Student Agreement

If admission is to proceed, the student will be sent a Letter of Offer and a Student Agreement.

3.1 Letter of Offer

There are two types of Letter of Offer (LOO) that Lyons College will send to a student, a Conditional LOO and an Unconditional LOO.

A Conditional LOO requires a student to meet certain conditions before they are admitted and enrolled in a course. A Conditional LOO must specify what conditions the student is required to meet for admission.

An Unconditional LOO does not impose any conditions on admission.

3.2 Student Agreement

The Student Agreement is the contract between Lyons College and the student. It must include all the required information and conditions set out under various regulatory requirements, including the *Education Services for Overseas Students Act 2000* (ESOS Act).

The Student Agreement should be as transparent as possible and must give the student a thorough understanding of their rights and obligations under the contract.

Subject to all conditions being met, when a student signs a LOO and Student Agreement and returns both to Lyons College, they will be admitted into the course that they have applied for.

4. Acceptance of Offer and Payment of Deposit or Fees

The student accepts the offer by signing the LOO and Student Agreement and returning to Lyons College.

4.1 International Students

International students must pay a deposit prior to admission being confirmed.

Under the ESOS Act, Lyons College cannot charge more than 50% of the total tuition fees for a course prior to commencement. However, the student (or the person paying the fees on behalf of the student) may pay more than 50% of the tuition fees if they so choose.

The minimum deposit required to confirm admission for international students is stated in the LOO and the Student Agreement. If the student (or the person paying the fees on behalf of the student) chooses to pay more than 50% of the total tuition fees for a course prior to commencement, they must tick a box which acknowledges they have chosen to do so.

Once the deposit has been received by Lyons College, the international student will be sent a letter confirming their admission.

5. Confirmation of Admission

Once the payment of the deposit has been confirmed by Lyons College, the student will receive confirmation that they have been accepted and admitted to their chosen course.

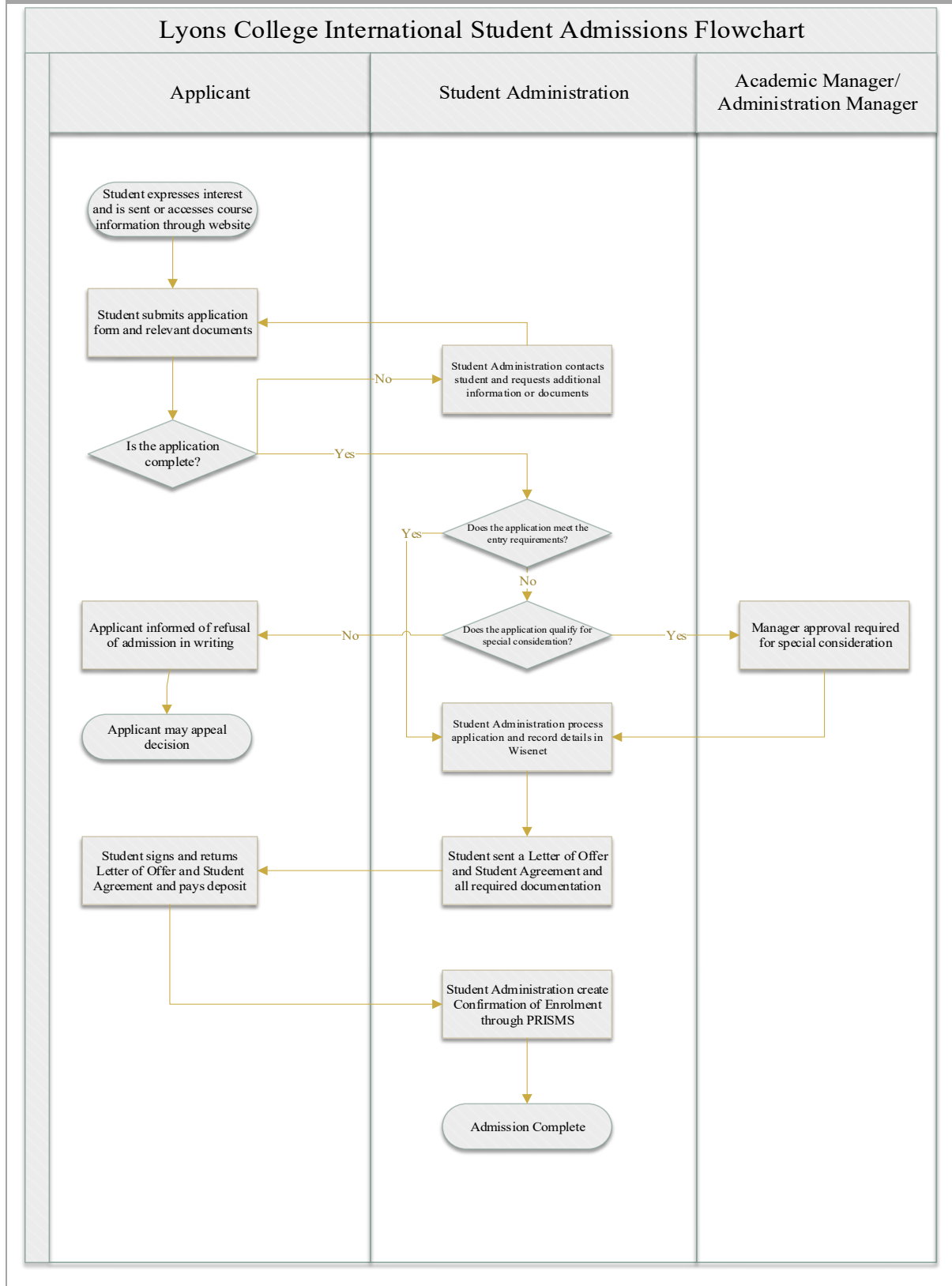
5.1 International Students

International students will have their details input into the PRISMS system. This will generate a Confirmation of Enrolment (CoE) which is sent electronically to the international student. The CoE is used by the student to apply for their visa.

Once the student has provided proof that their student visa has been approved, admission is complete. If the student visa is rejected, the CoE must be cancelled in PRISMS.

For further details, please refer to the *HE Admissions Policy* and *HE Admissions Procedure*, which is available on Lyons College website as well as in the Policies and Procedures section of this handbook.

International Student Admission Procedure Flowchart



Process for Assessment of English and Educational Qualifications for International HE Students

Purpose	
This Process sets out the how Lyons College will assess whether an overseas student’s English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.	
Scope	
This Process applies to all higher education courses offered by Lyons College to international students.	
English Language Proficiency	
<p>All International applicants must meet the minimum English language proficiency requirements. Apart from the the English language proficiency requirements, International students are also required to meet the educational qualification requirements set out below.</p> <p>Students must provide certified evidence that they have met the minimum English language proficiency requirements. The test results must have been officially obtained within 12 months of the proposed commencement date for the course.</p> <p>Below are the minimum requirements which must be assessed as part of the Admissions process under the Admissions Policy and Procedure (HE):</p>	
Approved English Proficiency Test	Minimum Requirement
IELTS (Academic only)	Overall score 6.0 (or better) (no component lower than 5.5)
TOEFL (paper based)	570 (with a minimum Test of Written English score TWE 5)
TOEFL (electronic or computer based)	230 (with an essay rating of at least 5)
TOEFL (internet based)	Overall score 60-78 with minimum score : Reading 12, Listening 11, Speaking 17, Writing 20
Pearson (PTE Academic)	Overall score 50 (or better) (with no communicative score less than 42)
Cambridge English Scale Scores for FCE, CAE and CPE3	Cambridge English: Advanced (CAE) or Proficiency (CPE) with a score of 169 or above. No less than 162 in each skill

* In some circumstances, recognised English Placement Test may be applied.

Educational Qualifications

Prospective international students are required to meet both academic entry and English proficiency requirements. International students must have completed high school (Year 12) and have obtained a high school certificate with a minimum average grade of 60% or equivalent.

All International applicants must meet one of the following entry requirements:

- ***Applicants with higher education study***
Successful completion of at least one year of a higher education course at an Australian higher education provider (at AQF level 7) within the last 10 years.
- ***Applicants with vocational education and training (VET) study***
Successful completion of a Vocational Education and Training (VET) award at Certificate IV or higher at an Australian Registered Training Organisation (or equivalent) or higher education provider (within the last 10 years).
- ***Applicants with recent secondary education (within the past two years)***
Successful completion of Year 12 (or equivalent) with required minimum ATAR (or equivalent) of 60 or successful completion of the International Baccalaureate (IB) Diploma with a minimum of 24 points.

Students must provide certified evidence that they have met the minimum educational qualification requirements. Please see Appendix 1 for a list of Countries and qualifications for entry not a higher education course at Lyons College.

Work or Life Experience

Lyons College will not consider work and/or life experience alone as a prerequisite for admission.

Appendix 1

Below are the minimum requirements which must be assessed as part of the Admissions process under the Admissions Policy and Procedure (HE):

Country/ International	Qualification	Minimum Entry Requirements
International	General Certificate of Education (GCE)/General Certificate of Secondary Education (GCSE) O level International GCSE (IGCSE) (Must be endorsed by CIE, OCR, Edexcel, AQA or other UK authority. Independent and school-assessed A Levels are not sufficient.)	A grade C or better (or 4 or better) in: English Language or English Literature or English as a Second Language
International	General Certificate of Education (GCE) A or AS Level (Must be endorsed by CIE, OCR, Edexcel, AQA or other UK authority. Independent and school-assessed A Levels are not sufficient.)	A grade C or better in: English Language, or English Literature, or General Paper/General Studies
International	International Baccalaureate Diploma	<u>A grade of 4 or better in:</u> Language A – Literature, or Language A – Language and Literature (previously English A1 and English A2) at HL or SL. <u>A grade of 5 or better in:</u> Language B (previously English B) at HL or SL. <i>Note – Literature and Performance is not accepted.</i>
Argentina	Bachillerato/Tecnico de Nivel Medio/ Bachillerato Especializado	Please contact Lyons College to confirm the entry requirements from this Country
Bangladesh	Higher Secondary Certificate/vocational higher secondary certificate (Minimum CGPA is 3.5 or 60% in HSC/First Division pass) GCE A-Level	2 passes
Bhutan	Bhutan Higher Secondary School Certificate or Middle Secondary School Certificate plus 2 year relevant vocational diploma	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Brazil	Certificado /diploma de Ensino Medio (Year 12 equivalent)	Please contact Lyons College to confirm the entry requirements from this Country
Brunei	Brunei Cambridge General Certificate of Education Advanced Level (Brunei - Cambridge A level)	2 passes
Cambodia	Diploma of Upper Secondary Education/Baccalaurate	Please contact Lyons College to confirm the entry requirements from this Country
Canada	Alberta High School Diploma	English 30, English language Arts 30 A grade of 60% or higher in the final year
Canada	British Columbia Senior Secondary School Graduation Diploma	English A grade of 60% or higher in the final year
Canada	Nova Scotia High School Completion Certificate	English A grade of 60% or higher in the final year
Canada	Ontario Secondary School Diploma	English A grade of 60% or higher in the final year
Chile	Licencia de Educación Media (Certificate of Secondary Education Certificate) Tecnico-Profesional or Tecnico	Please contact Lyons College to confirm the entry requirements from this Country
China	General Senior Secondary Unified Graduation (Certificate of Graduation)	Please contact Lyons College to confirm the entry requirements from this Country
Colombia	Bachillerato (Secondary School Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Cuba	Diploma de Bachiller en Ciencias y Letras/ Título de Bachiller (nivel medio superior de la Education General Politecnica Laboral) Certificado de Fin de Estudios Secundarias/ TécnicoMedio/Maestro Primario, etc. (Certificado de Fin de Estudios Secundarias)	Please contact Lyons College to confirm the entry requirements from this Country
Czech Republic	Maturita (Matriculation Certificate)/School Leaving Certificate	Please contact Lyons College to confirm the entry requirements from this Country

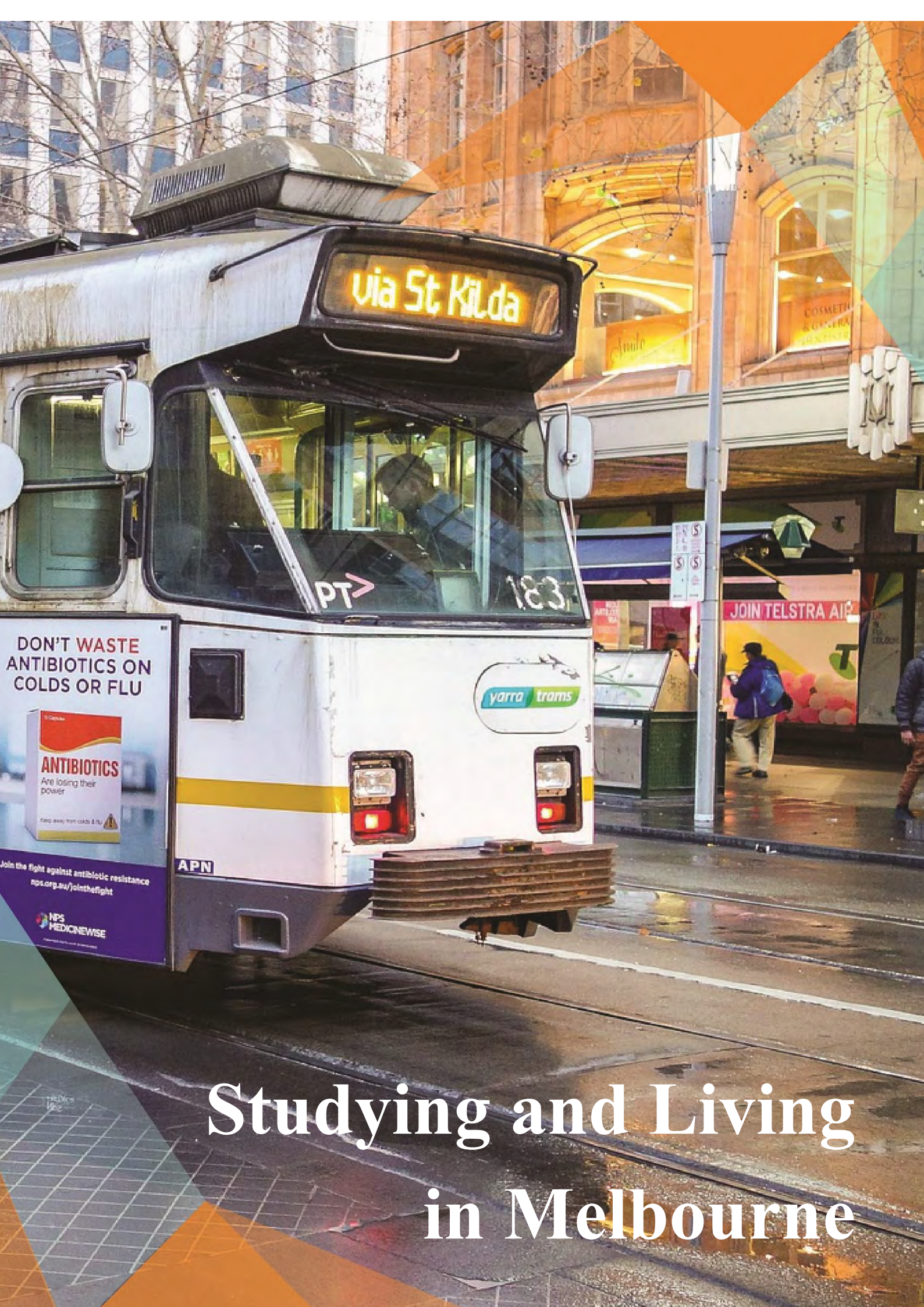
Country/ International	Qualification	Minimum Entry Requirements
Denmark	Studentereksamensbevis (Upper Secondary School Leaving Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Denmark^	Studentereksamen (Upper Secondary School Leaving Examination) or Hojere Forberedelseseksamen (HF) (Higher Preparatory Examination Certificate)	A grade of 4 or better in English A or a grade of 7 or better in English Level B
Egypt	General Secondary Education Certificate, Al-Azhar Secondary Education Certificate, Technical Secondary Education Certificate, Commercial Secondary Certificate or the Agriculture Secondary Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Fiji	Form 6 School Leaving Certificate DIBP requires completion of Year 11 for student visa	Please contact Lyons College to confirm the entry requirements from this Country
Finland	Lukionpaastotodistus (Upper Secondary School Diploma)	A grade of 8 or better in English A
France	Baccalaureat/ Brevet professionnelles	Please contact Lyons College to confirm the entry requirements from this Country
Germany	Abitur	A grade of 3 (or 'Satisfactory') or better in English
Ghana	Successful completion of Senior Secondary School Certificate/West African School Certificate AND a minimum of 2 passes (minimum E grade) at the GCE A level. Note: Assessment for a waiver of the GCE A level requirement may be made on a case-by-case basis and will be based in academic merit. Students with a C average and above may be considered without the A level requirement	Please contact Lyons College to confirm the entry requirements from this Country
Greece	Apolytirio Lykeiou (Leaving certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Hong Kong	Hong Kong Examination Authority Advanced Level (HKALE)	A grade of C or better in 'Use of English'
Hong Kong	Hong Kong Diploma in Secondary Education (HKDSE)	A grade of 4 or better in core English language

Country/ International	Qualification	Minimum Entry Requirements
Hungary	Gimnaziumi Erettsegi Bizonyitvány, / Gymnasium Maturity Certificate	Please contact Lyons College to confirm the entry requirements from this Country
India	All India Senior School Certificate (AISSCE) issued by CBSE	A grade of 65% or better in English
India	Senior Secondary or Higher Secondary School Certificate issued by the State Boards of Gujarat, Maharashtra, West Bengal and Karnataka	A grade of 65% or better in English
India	Indian School Certificate (ISC)	A grade of 65% or better in English
Indonesia	Certificate of Completion of Senior Secondary Education (Ijazah/STTB SMA/STTB SMK) or Certificate of Graduation (SKHUN)	Please contact Lyons College to confirm the entry requirements from this Country
Ireland	Leaving Certificate/GCE A Levels	2 passes
Israel	Teudat Bagrut (High School Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Italy	Diploma di Superamento dell'Esame di Stato conclusivo dei Corsi di Istruzione Secondaria Superiore (Upper Secondary School Leaving Certificate) or Diploma of State Examination	Please contact Lyons College to confirm the entry requirements from this Country
Japan	Upper Secondary School Certificate of Graduation (Kotogakko Sotsugyo Shosho)	Please contact Lyons College to confirm the entry requirements from this Country
Jordan	Twajihi (General Secondary Education Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Kenya	Kenya Certificate of Secondary Education (KCSE) or GCE A level	2 passes
Lebanon	Baccalaureat Libanaise (Baccalaureat 2) or Baccalaureat Technique/ Technicien or Certificat Professionnel/ de Maltrise/Technicien	Please contact Lyons College to confirm the entry requirements from this Country
Macau	Senior Secondary School Diploma Year 12, or GCE A Level –	2 passes, or Form 6
Malaysia	Malaysian Certificate of Education/Sijil Pelajaran Malaysia (SPM)	A grade of 6C or better in English (SPM 1119)

Country/ International	Qualification	Minimum Entry Requirements
Mauritius	GCE A-level –	2 passes
Mexico	2-3 year Preparatoria or Bachillerato program	Please contact Lyons College to confirm the entry requirements from this Country
Myanmar	Matriculation/Basic Education High School (BEHS) plus minimum completed 2 years at Professional College or Secondary Technical College or GCE A- Level (2 subject passes) or A level (1 A and 2 AS level passes)	Please contact Lyons College to confirm the entry requirements from this Country
Nepal	Higher Secondary Education Board Certificate (Grade 12)	Please contact Lyons College to confirm the entry requirements from this Country
Netherlands	Voorbereidend Wetenschappelijk Onderwijs (VWO) Upper secondary school certificate	A grade of 8 or better in final year English
New Zealand	National Certificate of Educational Achievement (NCEA)	Level 3, minimum 60 credits
Nigeria	Senior Secondary School (WAEC/NECO) examinations	(5 subjects passes C grade average) GCE A Levels (2 passes)
Norway [^]	Vitnemål	A grade of 4 or better in English
Oman	School Leaving Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Pakistan	Higher Secondary School Certificate/ Intermediate Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Papua New Guinea	Higher School Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Peru	Certificado de Educación Secundaria Común Completa (Secondary Common Education Graduation Certificate) plus a Technical Diploma or entrance to University	Please contact Lyons College to confirm the entry requirements from this Country
Philippines	High School Diploma or a Certificate of Graduation + two years of bachelor degree	Please contact Lyons College to confirm the entry requirements from this Country
Poland	Matura Swiadectwo Dojrzalosci Liceum Ogolnokształcacego (Certificate of Matriculation of the General Lyceum)	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Portugal	Certificado de Fim de Estudos Secundarios or Diploma de 12 Ano de Escolaridad (Secondary Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Russia	Attestat o Srednem (polnom) Obshchem Obrazovanii (Certificate of Secondary (Complete) General Education)	Please contact Lyons College to confirm the entry requirements from this Country
Singapore	Singapore-Cambridge GCE A Levels	A Grade of C or better in the General Paper or Knowledge and Inquiry subject. A grade of C or better in H2 English Language and Linguistics or Literature in English
Slovakia	Maturitni Vysvedceni/Maturitnej Vysvedcenie(Matriculation Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Slovenia	Spričevalo o poklicni mature or Spričevalo o poklicnimature or Svidetelstov zo polozen zavresen	Please contact Lyons College to confirm the entry requirements from this Country
South Africa	National Senior Certificate (Year12) Senior Certificate (Year 12)	GCE A-Levels 2 Passes International Baccalaureate Diploma
South Korea	General/Academic Senior High School Certificate/Diploma (Immungye Kodung Hakkyo Choeupchang	Please contact Lyons College to confirm the entry requirements from this Country
Spain	Titulo de Bachiller	Please contact Lyons College to confirm the entry requirements from this Country
Sri Lanka	GCE A-levels – 2 passes	Please contact Lyons College to confirm the entry requirements from this Country
Sweden^	Slutbetyg	A grade of VG / C / 15 in English 6 or English B
Switzerland	Swiss Matura	A grade of 4.5 or better in English
Taiwan	Senior High School Diploma or Senior Vocational School Diploma	Please contact Lyons College to confirm the entry requirements from this Country
Thailand	Matayom 6 or MS 6. (Certificate of Secondary Education)	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Turkey	Lise Diplomasi (Secondary School Diploma) Technical or Vocational School Diploma (Teknik or Meslek Lise Diplomasi)	Please contact Lyons College to confirm the entry requirements from this Country
United Arab Emirates	Tawjihyya or Thanawiyya Al-A'ama (General Secondary Certificate), Technical Secondary School Certificate, Commercial Secondary School Certificate or Certificate from an Agriculture Institute	Please contact Lyons College to confirm the entry requirements from this Country
UK	GCE A-Levels	2 subject passes
USA	USA Advanced Placement (AP) Examinations	English (AP) A pass in English (Grade 3)
Venezuela	Educacion Media – Academic or Tecnico (Medio), Bachillor	Please contact Lyons College to confirm the entry requirements from this Country
Vietnam	Bang Tot nghiep Trung hoc Pho thong (Upper Secondary Education Graduation Diploma)	Please contact Lyons College to confirm the entry requirements from this Country
Zambia	ZSC Year 12 (5 subject passes C grade or better) GCE A-Levels	(2 subject passes) or A-levels 1 A and 2 AS level passes or Diploma in relevant area (1 year minimum)
Zimbabwe	Zimbabwe General Certificate of Education at Advanced Levels (A Levels)–	2 passes, or International Baccalaureate Diploma



Studying and Living in Melbourne

Getting Ready To Come To Melbourne

There are important things you should arrange before you travel to Victoria. This section includes information, a packing guide and pre-travel checklists to help you get away smoothly.

Applying for Your Student Visa

Once you receive your eCoE, you will need to apply for a student visa from the Department of Home Affairs (DHA). You can apply directly with DHA. Details of how to apply directly with DHA is available at their website <https://www.homeaffairs.gov.au/trav/visa/appl/student>

Migration Agents

You may wish to use a migration agent instead of applying directly to DHA. A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf. Migration agents will charge you fees but cannot guarantee you an outcome. More information on migration agents is available from DHA here <https://www.homeaffairs.gov.au/trav/visa/usin>

Visa Conditions

If you are granted a visa, you must abide by all conditions set out in your visa. Failure to comply with these conditions could result in the cancellation of your visa.

Under these conditions, you must:

- Complete the course within the duration specified in the eCoE
- Maintain satisfactory academic progress as per Lyons College's Course Progression and At Risk Student Policy
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with Lyons College for six months from the time you commence your principal course, unless Lyons College approves a release
- Notify Lyons College of your Australian address and contact details
- Notify Lyons College of any change to your address or contact details within seven days.

For a full list of mandatory and discretionary student visa conditions please visit the DHA website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

Arranging Travel

You will need to make your own travel arrangements to Australia. Generally, booking return flights is cheaper than one-way flights. There's a lot of competition with flights and a lot of online booking sights, so keep your eyes out for flight specials.

Please try to arrive at least one to two weeks before the start of your Orientation. This will allow enough time for you to settle in, adjust to the climate and overcome jet-lag (depending on where you are coming from). As the Lyons College campus is located in Melbourne, you should fly into Melbourne International Airport.

Preparing to Study in Australia

You should make a list of things to do and things you need before you depart. Here are some of the most important items you should arrange before you leave:

- Your passport must be valid and have details of your student visa
- Make sure you have a copy of your eCoE from Lyons College
- Ensure you have your flights details and documents
- Make sure you have a copy of any accommodation and airport pick up services that you have arranged
- Your Letter of Offer and Student Agreement from Lyons College
- Proof of payment to Lyons College
- Evidence of previous studies as well as your English Language test results (certified copies would be best)
- Bring copies of other forms of identification other than your passport (drivers licence, ID cards, birth certificate)
- Bring your credit card if you have one
- Make sure you have made arrangements with your bank, so you can access money in Australia
- It is a good idea to bring some Australian currency with you, so you have cash when you arrive (\$200 to \$500 should be enough)
- Bring medical records and any medications you may be taking
- If you are travelling with your family, please make sure you bring all of their passport and other documents (like marriage certificate for your husband/wife and birth certificates for any children) and that they are all valid

Contact Lyons College if you have any queries, or if you are unsure of anything. Our team is here to help you.

What You Can and Cannot Bring in to Australia

Australia has very strict laws about what you can and cannot bring into the country. If you're unsure if you are allowed to bring certain items into Australia, you are better off declaring them when you arrive. You may be fined for bringing in prohibited items without declaring them, so better be safe and don't bring them or declare them.

Please see the Australia Customs and Quarantine website for more information:

<https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

Do Not Bring:

- Fresh fruit and vegetables
- Beans, peas, cereal seeds
- Egg and products containing eggs
- Meat
- Milk and milk products
- Popping corn and raw unroasted nuts
- Salmon and trout products
- Live animals
- Live plants
- Biological materials
- Stuffing material (straw, raw cotton)
- Soil or sand

If you bring any of the following, you must declare them:

- Biscuits, cakes or confectionery
- Dried fruit and vegetables
- Other food
- Tea, coffee, juice and other drinks
- Stuffed animals
- Clean bones, horns, feathers or seashells
- Wool or any other animal hair
- Flowers
- Handicrafts
- Seeds
- Wooden or bamboo items
- Herbal or prescription medicines

This isn't a complete list. Please see the following website to make sure you understand what can and cannot be brought into Australia: <https://www.homeaffairs.gov.au/busi/cargo-support-trade-and-goods/importing-goods/prohibited-and-restricted>

If you are in any doubt, it may be better to not bring the items with you as they may be confiscated. You may also risk being fined.

Baggage Allowances

Check with the airline you are travelling with to find out how much luggage you are able to bring into Australia. In most cases, international economy flights allow 7 kg of cabin baggage and 30 kg of checked in luggage. It is also important to note that domestic flights in Australia have different luggage allowances, so check those as well if you have domestic flights. The last thing you want is to be charged for excess baggage as this can be quite expensive.

What time of Year are You Arriving?

Depending on when you commence your classes, the weather in Melbourne will be different. People often joke that Melbourne weather has four seasons in one day. Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

What to Wear

Lyons College students tend to be quite casual with how they dress. Jeans and t-shirts are normally what students wear to campus. People in Australia dress more casually than some other countries, and some international students may be more used to conservative dress sense. Culturally in Australia, there is no requirement to cover up for both men and women. So seeing both men and women wearing shorts and singlet tops is common and accepted in Australian culture.

Electrical Equipment

Australian Power Points use 3-Pin Plugs - an earthing pin that points downward, and two flat pins above that form an upside-down V-shape (see picture to the right). Australian Power Points output 240/250 Volts AC 50Hz. Multi-purpose Adaptors for international appliances can be easily purchased from Electrical Retailers throughout Melbourne.



So, make sure any electrical equipment you bring is compatible with Australian power supply. You can buy adaptors before you leave home to make sure that your electrical equipment works in Australia, or when you arrive in Melbourne.

Tip: bring a compatible power board from your home country so that one adapter can be used for a few electrical items!



Bringing Your Computer, Laptop, Tablet and Mobile Phone

There are a few things you need to consider if you intend on bringing your computer, laptop, tablet or mobile phone to Australia. Firstly, as outlined above, you need to make sure that the device is compatible with the Australian power supply.

Depending on the age of your device, there may be tax charged when you bring it into Australia. Items which are less than 12 months old and more than AU \$900 may attract the Australian Goods and Services Tax (GST). Please check the Australian's Customs website to make sure you meet the requirements:

<https://www.homeaffairs.gov.au/trav/ente/duty-free-concessions>

Another important thing to consider is the compatibility of mobile phones, tablets and some laptops with the Australian communications networks. You can check with the Australian Communications and media authority website to check compatibility of your device:

www.acma.gov.au

Insurance

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. But there are also other types of insurance which you may find useful.

Overseas Student Health Cover

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the [Department of Home Affairs](#) to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the [Department of Home Affairs](#) website.

Medicare and OSHC

If you are in Australia on a student visa from the United Kingdom, Sweden, the Netherlands, Belgium, Slovenia, Italy or New Zealand, you can also apply for Medicare under your country's Reciprocal Health Care Agreements. (Students from Norway, Finland, Malta and the Republic of Ireland are not covered by the agreements with those countries.)

Any Medicare coverage you are entitled to under a Reciprocal Health Care Agreement will be in addition to OSHC. Having reciprocal access to Medicare does not exempt you from needing to take out OSHC.

Where Can I Purchase OSHC?

OSHC is offered by certain insurers under a [Deed of Agreement](#) with the Department of Health to provide adequate health insurance to students at a reasonable cost. Only a small number of registered health insurers offer OSHC:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (Peoplecare Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/

Health Insurer	Insurers website
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Private Health Insurance

Along with your OSHC you might want to consider purchasing private health insurance to cover items that your OSHC does not cover. You can take out private health insurance to cover just you or your family as well. Benefits, membership costs and eligibility can vary greatly between funds and insurance policies, so when buying health insurance take care to ensure the cover you select is suitable for your needs. You can find more information at: www.privatehealth.gov.au

Travel Insurance

Australia has a very reliable travel industry, but cancelled flights, lost luggage or other un-planned issues can arise. If you are travelling with valuables or are on a travel schedule you have to meet, travel insurance can help cover any mishaps or missed flights. You can arrange travel insurance through a range of providers including travel insurance companies, airlines and travel booking companies.

Home and Contents Insurance

Home and contents insurance covers the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

Vehicle Insurance

If you purchase a car, motorbike or other vehicle you will need to consider what type of insurance you will need to purchase. Depending on what state or territory of Australia you live in there may be compulsory insurance you need to purchase. You can also choose to purchase vehicle insurance that covers your car for accidental damage, malicious damage, theft, fire, flood or storm. There are a wide range of providers in Australia that offer vehicle insurance so make sure you research your options and consider what your specific insurance needs are before you purchase vehicle insurance.

Cost of Living

You will have new and ongoing expenses during your time in Australia. Knowing the average living cost is an important step when preparing to study in Australia.

These expenses are on top of your tuition and study fees, and include costs like accommodation, food, text books, transport and other things you will need while in Australia. Living costs vary according to your circumstances, including the type of accommodation you choose, its location, the number of people you live with and your lifestyle.

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation*

Accommodation Type	Approximate Weekly Price Guide
Hostels and Guesthouses	\$90 to \$150 per week
Shared Rental	\$85 to \$215 per week
Homestay	\$235 to \$325 per week
Rental	\$165 to \$440 per week
Boarding schools	\$11,000 to \$22,000 a year

Other Living Expenses*

Accommodation Type	Approximate Weekly Price Guide
Groceries and eating out	\$80 to \$280 per week
Gas, electricity	\$35 to \$140 per week
Phone and Internet	\$20 to \$55 per week
Public transport	\$15 to \$55 per week
Car (after purchase)	\$150 to \$260 per week
Entertainment	\$80 to \$150 per week

Minimum Cost of Living

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12 month living cost is:

You	\$20,290
Partner or Spouse	\$7,100
Child	\$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>

Students with School Aged Children*

If you are bringing school aged children with you when you study in Australia you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information.

ACT

From 1 January 2016, the children of Higher Degree by Research (Masters and Doctoral) international students studying in Canberra are eligible to have their fees waived in ACT Government schools, and holders of some other temporary visas are also eligible to apply for a fee-waiver for school aged dependants.

Please see the [ACT Government Education Directorate](#) website for full details on school fees, including eligibility and application criteria.

NSW

Schools fees apply to most dependants of temporary residents in New South Wales. There are some exceptions, for further information visit the [DEC International](#) website.

NT

Dependants of Higher Education and Vocational Education and Training students are treated as international students and pay full fees. The only exceptions are dependants of Australian Aid students and some PhD home country scholarship students as agreed with Charles Darwin University. Further information can be found at the [NT Department of Education](#) website.

QLD

The Department of Education, Training and Employment offers fee exemptions for eligible dependant students of temporary visa holders whose parents are studying in Queensland tertiary institutions. This policy is available on the [Education Queensland International](#) website and it sets out the requirements for assessing eligibility for fee exemptions for dependants of temporary visa holders.

SA

Dependants of international tertiary students studying an award course in a South Australian university or tertiary institution can be enrolled in a South Australian government school. Further information can be found on the [South Australian Government Schools](#) website.

The South Australian Government provides a fee waiver for dependants of Higher Degree by Research students studying at South Australian Universities who meet the necessary criteria. Further information can be found on the Children of [SA Government Endorsed Scholarship Holders](#) page on the SA Government International Students website.

VIC

Tuition fees are the same for all Victorian Government schools. There are discounts for students who have a parent studying at a Victorian tertiary institute. More details can be found at on the [StudyVIC](#) website.

TAS

Most dependent students are required to pay tuition fees to attend a Tasmanian Government School. For full information please visit the [Tasmania Department of Education](#) website,

WA

In Western Australia children of international higher degree students are able to access subsidised schooling in government schools. Eligible children can access government schooling at the same fee levels applied to local students. For more information about government schooling for children of international higher degree students visit the [WA Education and Training International](#) website

Changes In Costs That Should Be Expected

The Australian Bureau of Statistics provides detail on changes in the cost of living through its [Consumer Price Index \(CPI\)](#). While historical details are not representative of future costs, you should assume that some costs will increase during your stay in Australia.

Exchange rates between the Australian dollar and your home country are likely to vary during your study period. You should assume some variability in exchange rates and exchange rate charges by financial institutions.

Useful Links

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your [cost of living](#) in Australia.

* Information is sourced from <https://www.studyinaustralia.gov.au/>

Accommodation Information

Most students want to live within walking distance of the campus but this is not always possible, and accommodation is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport. Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

Types of Rental Accommodation

It is important to understand the different types of rental accommodation available in Victoria, as there are different rules for each.

Rooming Houses

A rooming house is a house or apartment where one or more rooms are rented to four or more people. Rooming house residents usually have individual agreements with the owner, rather than sharing a rental contract.

You should check that a rooming house is registered before you sign an agreement or move in as registered rooming houses must meet minimum standards for privacy, security and safety. Refer to [Consumer Affairs Victoria](#) website for further information.

Private Rental

A private rental means that you have private use of a whole apartment or house. You will sign a tenancy agreement (also called a lease), which is a contract between you and your landlord or estate agent. The lease states the rent and bond amount, how often the rent is to be paid, the length and type of tenancy, and other conditions and rules. View this webpage [Before signing the lease page](#).

Share House

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Sub-letting is when a tenant rents out a room in the home they are living in to another person who is not on the lease. If someone offers you a room to rent in a sub-letting arrangement, you should ask them to show you that they have written permission from their landlord, before you agree to move in and pay them any money. If a tenant sublets without the landlord's written permission, the landlord

can end the tenant's lease and your lease agreement with the tenant. For more information on share houses and sub-letting, view our [Types of rental agreements page](#).

Homestay

Homestay is when you stay with a family in their home, in the suburbs, which are usually about 30 - 50 minutes from the city by train. The family provides you with your own bedroom and you are welcome to share the other facilities of the home the bathroom, living room, kitchen, laundry, etc. It is different to a guesthouse or 'bed and breakfast' establishment in that you are treated like a member of the family. Remember, too, that, as it is a family situation, respect and co-operation are required.

Homestay is a fantastic opportunity to really experience the Australian lifestyle and the different cultures first hand and enjoy the warmth and hospitality of the multicultural diversity of people who live in Australia. Your host family can also help you plan sightseeing and other activities during your stay in Australia during the summer vacation or during an absence of more than one week, however there is no contractual obligation for them to do this.

Lyons College can assist in finding an appropriate Homestay for you. Please contact our administration team at admin@lyons.edu.au or +61 3 8648 6610.

Deposits

A landlord, estate agent or owner may ask you for a 'holding deposit' before you sign a lease. They must refund it after both you and they have signed the lease. If the lease is not signed within 14 days, the deposit must be given back to you by the next business day.

A landlord or agent cannot charge fees for other things, such as administration. If you are unsure if you should pay for something, contact us.

Bonds

If your landlord, estate agent or owner asks you to pay a bond, they must:

- give you a completed bond lodgement form for you to sign
- lodge the bond with the Residential Tenancies Bond Authority (RTBA). You will receive a confirmation letter from the RTBA within two weeks of your bond being lodged
- prepare a condition report, which notes the general condition of the property. See 'Condition report' below.

If you cause damage or fail to keep the property clean at the end of your tenancy, your landlord can claim some or all of the bond. For further information, visit [Lodging the bond page](#).

Condition Report

If you pay a bond, your landlord, estate agent or owner must prepare a condition report. This document records the general condition of the property or room, including fittings and fixtures, such as carpets, curtains and heaters.

Your landlord or estate agent must give you two signed copies of this report before you move in.

Once you have moved in, inspect the property and fill in the report with any existing damage, such as cracks, marks on the walls, or broken handles. Also note on the condition report if you disagree with what the landlord or agent has written.

You must complete and return one signed copy of the condition report to the landlord or property manager within three days of moving in, and keep the second copy of the condition report as a record for yourself. You will need it at the end of your tenancy if there is a dispute about who should pay for cleaning, damage, or replacement of missing items. For further information, visit [Condition report page](#).

While You Are Renting

Pay your rent on time. You are entitled to receive a receipt for each rent payment. View our [Rent responsibilities and receipts page](#).

Tell your landlord or estate agent about any repairs that need to be done. See important information about repairs in our [Repairs, maintenance and changes to the property section](#).

Moving Out

If your tenancy agreement is a periodic lease – that is, a month-by-month agreement - you must give 28 days written notice to your landlord/agent when you decide to leave. You must still pay rent for the 28 days.

If you have a fixed term lease - for example, 12 months - and you plan to move out on the date your lease ends, you must still give 28 days written notice to your property manager or landlord. For further information, visit to [Consumer Affairs Victoria](#).

Important Renting Tips

- Do not sign anything unless you understand what it means.
- Never sign a blank form, even if it looks official.
- Keep a copy of anything you sign.
- Ask for a receipt every time you have to pay for something, and keep the receipt in a safe place.
- Do not pay a deposit or bond if you have not visited the property yourself.
- Ensure you receive confirmation from the RTBA that your bond has been lodged.
- Check our website or call us for free advice if you have a renting problem or question.
- Lodging a complaint about your landlord or property manager will not affect your student visa.
- Ask your school for help and advice.
- Know where you stand with share house living.

Tenants Victoria

For information and advice, call (03) 9416 2577 Monday to Friday, 9 am to 4 pm, or visit the [Tenants Victoria website](#).

Arriving in Melbourne

When You Land at Melbourne Airport

When you arrive in Australia, make sure that you have and all of the required documents easily accessible. You will need to fill in an Incoming Passenger Card which will be provided to you on the plane. You must complete and sign this form to be able to clear Customs in Australia.

Clearing Immigration

After getting off the plane, follow the 'baggage claim' or 'arrival' sign, where you will approach the Immigration section. Queue at the Immigration section (a Customs Officer will advise you to queue in the appropriate section). Make sure you have your passport and Incoming Passenger Card ready before approaching the Immigration Control point. An Immigration Officer will ask to see your completed Incoming Passenger Card along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Getting Your Bags

Once you have cleared the immigration section, you will need to go to the baggage carousels to collect your luggage. There will be signs showing which carousel to go to depending on which flight you arrived on. Make sure you collect only your bags (it might be advisable to have bag tags or some other form of easily identifying your luggage).

Once you have collected your luggage, there may be quarantine detector dogs in the baggage claim area. These dogs are trained to detect illegal substances such as drugs, explosives, food, plant material, animal products, or any other substance which Customs are concerned with. Part of the reason we advise you to not bring items into Australia if you are for when you're allowed to or not.

Clearing Customs and Quarantine

The last step of the arrival process is to clear Customs and Quarantine. As mentioned earlier, Australia is very strict about what you are allowed to bring into the country. If you bring items which are banned, you could they could be confiscated and you may have to pay a fine.

The Customs and Quarantine check will be the final step before you can leave the airport. Once you clear Customs and Quarantine, you will be able to access into the Arrivals Hall of the airport. If you have arranged an airport pickup, this is where you should look for the company or person who is picking up.

If you have not arranged an airport pickup, you can either catch a taxi for the SkyBus.

Catching a Taxi

Taxis are available at each terminal. To catch a taxi, follow the signs and head to the taxi queue. It costs approximately AUS \$65 to get to Melbourne Central Business District (CBD). For more information, please visit: www.melbourneairport.com.au. You can use a credit card to pay for the fare.

Catching the SkyBus

SkyBus offers an express bus service from the airport to the city centre. This service operates 24/7, including most public holidays. Buses run every 10 minutes throughout the day.

You can catch the SkyBus outside the Arrivals Hall. The SkyBus will drop you off in the heart of Melbourne at Southern Cross Station. The SkyBus terminal is on the corner of Bourke and Spencer Streets.

You can buy a ticket when you arrive just before you catch the SkyBus. You can also purchase SkyBus tickets online at <https://www.skybus.com.au/buy-tickets/>

Life in Victoria and Melbourne

Victoria is well known for embracing different cultures and students like you are a big part of that. You probably already know Melbourne is a thriving modern city where you'll be able to enjoy lots of different interests and activities. This part of the handbook has information about what it's like to live in Melbourne and Victoria. Lyons College has included some websites where you can get extra information too.

Melbourne is one of the most beautiful cities in Australia, just one reason why it keeps ranking highly on international research on liveable cities. It is also one of Australia's most multicultural and cosmopolitan centres with a long history of immigration and the establishment of many ethnic communities, each has its own unique character, rich with distinctive customs, festivities, foods and art which has made Melbourne what it is today.

Climate and General Information

Personal Safety

Victoria is a friendly, safe and multicultural community. You'll find Melbourne clean, quiet and welcoming. No matter how small your question, if you're ever concerned ask a teacher, your homestay family or International Student Coordinator. They're here to help you feel safe and happy. You'll also have access to student support services, including emergency phone numbers. The sun and surf are enjoyable for visitors and locals alike but can also be risky. You should always be careful to protect your skin, especially at the beach or pool. The Australian sun can be very hot in summer and, unlike other countries, the Ultra Violet (UV) index may be high throughout the year. Long-sleeved clothing, sunscreen and a hat are important, especially during the hottest part of the day. Always choose a patrolled surf beach for swimming, where lifesavers are on duty. If you can't swim, tell your homestay family or the friends who invite you to the pool or beach so they can keep you safe. There's more information about beach safety online at www.beachsafe.org.au

Time Difference

Victoria is within the Australian Eastern Standard Time GMT+10 (AEST) international time zone. In the warmer months of the year, clocks are moved forward for one hour for Daylight Saving. You can find out the time difference any time of year at www.timeanddate.com/worldclock

Public Holidays

Victorian public holidays are published online at www.vic.gov.au/about-victoria-tourism/holidaysdaylight-saving/public-holidays.html

Working in Victoria

Your international student visa lets you work while you study. If you decide to take a part-time or casual job, you must begin your studies before starting work. You can then work up to 40 hours per fortnight during the academic terms and full-time during holidays. Because working outside school hours can

affect your studies, you should wait until at least Term 2 to find a job. This gives you time to settle into a study routine.

We recommend you only work on weekends, leaving week nights free for homework and study. Your will need to get an Australian Tax File Number. Any reputable employer will need this information before you can start work. ‘Cash-in-hand’ or ‘off-the-books’ jobs are illegal and leave you without proper protection, so don’t accept this type of work. If you are worried about your working conditions, you must speak with our administration officer.

Fair Work Australia

Australia has minimum standards for employment. Fair Work Australia is the Commonwealth Government department which looks after the rights of workers in Australia. There are minimum standards across various aspects of working life in Australia.

One of the most important things that some international students who want to work may not be aware of is that Australia has a minimum wage. Currently the minimum wage in Australia is \$18.29 per hour. As well as this, if you work you will have to pay tax and are eligible to have superannuation payments made by your employer.

The Fair Work website has information about your rights as a student visa holder. Please see the following website for more information: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

If there is anything more that you need information on, please don’t hesitate to contact Lyons College as we are more than willing to provide assistance.

Weather and Locations

Compared to many places, the Victorian climate is mild and comfortable. Weather can change quickly though, sometimes more than once a day. This is a chart of average daily maximum temperatures. These vary by location, e.g. closer to the mountains will naturally be cooler. You can find more Victorian weather information at the Bureau of Meteorology website: www.bom.gov.au

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average maximum temperature (°C)											
25.9	25.8	23.9	20.3	16.7	14.1	13.5	15	17.2	19.7	22	24.2
Average minimum temperature (°C)											
14.3	14.6	13.2	10.8	8.6	6.9	6	6.7	8	9.5	11.2	12.9
Average rainfall (mm)											
47.6	48	50.4	57.3	55.8	49	47.5	50	58.1	66.4	60.4	59.5

Seasonal Climate

Victoria's mild climate offers plenty of opportunity for outdoor activity and an active, healthy lifestyle. Like all countries in the southern hemisphere, Australia's seasons follow the sequence:

Summer:	December to February	Autumn:	March to May
Winter:	June to August	Spring:	September to November

Transport and Getting Around

You'll find Melbourne simple to get around using the excellent public transport system. A network of trains, trams and buses gives you access to Lyons College, home, the city centre and other popular places. V-Line trains and buses make your travel connections between Melbourne and around Victoria easy. You could also walk, ride a bike or travel in your homestay family car.

Ride Your Way Around Town

You can use our extensive network of dedicated, safe bike paths when you're living in Melbourne. Mix and match a train trip with a bike ride – you can take your bike on the train.

Our Famous Trams

Melbourne's trams are part of the city's unique character. They're a great way to explore the central business district and inner suburbs. We have the largest tram network in the world, with over 500 trams and 25 different routes. They travel along most of the city's major roads and their routes extend out into the suburbs.

Heritage trams run on the free City Circle route, especially for visitors to Melbourne. Trams run on many of the major roads in the inner suburbs, but only some run on roads in middle and outer suburbs.

The Central City Train Network

The city has a train system (the "City Loop") that is partly underground. There are five stations in the city centre: Flinders Street, Parliament, Melbourne Central, Flagstaff and Southern Cross. There are 16 different train lines to the outer suburbs. Trains run from around 5am until midnight. On Friday and Saturday nights, trains and some trams operate throughout the night.

Regional Trains To Country Victoria

V-line is Victoria's regional rail network. It will take you to all the main tourist attractions across the state. It connects to regional cities in Victoria and also to the other Australian states.

How to Travel on Public Transport?

To travel in Victoria you will need to purchase a 'myki' card. This card will enable you to travel on suburban buses, trains and tram services. The 'Myki' card system conveniently allows you to top up your 'myki' card with money at most newsagents and convenience stores. It is important to remember in Melbourne the public transport network is divided into two zones according to the distance from the city centre. The price of your trip will depend on the: • zone(s) in which you want to travel • time period for your ticket (two hours, daily, weekly, monthly, annual). All public transport users aged between 5 and 18 years (under 19) can purchase a Child myki and pay a concession fare. This applies to anyone aged 18 years and under, including international students and tourists provided that they can demonstrate they are aged 18 years or under. Customers aged 17 and 18 must carry government issued proof of age identification (such as a Drivers Licence, Learners Permit, Proof of Age card or passport), or proof of another concession entitlement (such as a PTV School Student ID or Health Care Card) at all times when travelling on public transport. No proof of age is required for children aged 16 and under. For further information see: <https://www.ptv.vic.gov.au/>

Policies and Procedures



Aboriginal and Torres Strait Islander Peoples Framework Policy

Purpose

This Policy sets out how Lyons College will deal with the recruitment, admission, participation and completion of Aboriginal and Torres Strait Islander peoples as students.

Scope

This Policy applies to all Lyons College all students and prospective students for all courses of study offered by Lyons College.

Policy

Lyons College acknowledges and embraces the diversity of students and staff and understands that different students require various levels of support and assistance. Lyons College will give specific consideration to the recruitment, admission, participation and completion of Aboriginal and Torres Strait Islander (ATSI) peoples as students.

Recruitment and Admission

Students who identify as ATSI students may be eligible for special consideration for enrolment and admission as a student at Lyons College under the *Admissions (HE) Policy and Procedure*. To be eligible for special consideration, students who identify as being of ATSI decent must:

- be of ATSI descent;
- identify themselves as being of ATSI descent when making an application;
- be accepted as an ATSI in the community where lived (or have lived); and
- be able to provide a Confirmation of Aboriginality.

Once a student has identified that they are of ATSI descent and have provided the relevant information and documentation, they will be asked to attend an interview at the Lyons College campus. The interview will be conducted by a senior member of staff, which may include the CEO, the Dean, the Academic Manager and/or the Administration Manager.

The purpose of the interview is to assess if additional support is required to provide the ATSI student with the best opportunity to succeed in their academic endeavours. Additional support can include:

- English Language Support;
- Additional Academic and Tutorial Support;
- IT and Systems Support;
- Counselling and Mental Health Services;
- Cultural Support; and
- Pastoral Support.

Participation

Lyons College wants to assist ATSI students with their transition into higher education. This can

be achieved through an understanding of their current educational achievements and capabilities and bridging any gaps through the provision of additional support.

Where possible, Lyons College will work with the ATSI student encourage early intervention where the ATSI student requires additional support. Lyons College will incorporate the following to provide assistance to ATSI students:

- Being considerate of issues that impact ATSI Peoples' socio-economic and cultural priorities;
- Connecting with appropriate groups who offer guidance with teaching and learning programs for ATSI people; and
- Providing support and mentoring for staff to ensure that the learning environments, curricula, resources and assessments cater for the requirements of ATSI students.

Below are links that Lyons College will use to access information and guidance on how to facilitate participation by ATSI students:

<https://www.acer.org/au/research/areas-of-research/indigenous-education>

<https://aiatsis.gov.au/>

<https://www.education.gov.au/aboriginal-and-torres-strait-islander-higher-education>

<https://www.universitiesaustralia.edu.au/policy-submissions/diversity-equity/indigenous-higher-education/>

Academic staff will be required to pay special attention to ATSI students' participation and progress. The *HE Course Progression and At Risk Student Policy and Procedure* will provide mechanisms for the early identification and intervention to avoid students falling into the "At Risk" category. ATSI students who have received special consideration and additional support at admission will be monitored carefully by academic staff, providing them with the opportunity to engage in early intervention strategies to get the student back on track if they are having difficulties.

The Learning and Teaching Committee will be provided with regular reports on student attrition, progression and completions. These reports will include subcategories of student cohorts, particularly for ATSI students and student who have been admitted with additional support. The Academic Board will receive these reports at least twice per year and will be use this data for continuous improvement and enhancing academic quality purposes.

Completion

ATSI students who graduate may require additional support o facilitate career transition. Lyons College will provide as much assistance and support to ATSI graduates as needed. Lyons College will support ATSI students' career choices and employment opportunities both within and beyond their communities. Lyons College encourages ATSI students and graduates to take up membership of professional bodies.

Apart from CA ANZ, CPA Australia and the Institute of Public Accountants (IPA), which are the peak accounting bodies in Australia, Lyons College will encourage ATSI students to engage with Indigenous Accountants Australia, who raise awareness of the benefits of accounting within Indigenous communities and connect Indigenous students to careers in the business world.

Below are links for those bodies:

<https://www.charteredaccountantsanz.com/>

https://www.cpaaustralia.com.au/become-a-cpa?gclid=EA1aIQobChMIxYj-zqHA4wIVjYBwCh0VHg9WEAAYASAAEgKvJPD_BwE&gclsrc=aw.ds

<https://www.publicaccountants.org.au/>

<https://www.indigenousaccountants.com.au/>

Lyons College will encourage ATSI graduates to engage with ATSI, government, industry, professional associations, employer groups, and other non-government organisations further their careers and promote the employment of other ATSI graduates. This will be done through groups such as the Aurora Project, which started out to promote ATSI lawyers but has grown to encompass other projects in the broader area of Indigenous education. Their website is:

<https://auroraproject.com.au/opportunities-aboriginal-and-torres-strait-islander-students-and-graduates>

Monitoring and Review

Lyons College will monitor and review the participation, progress, and completion of ATSI students through the *Monitoring Review and Improvement Procedure*. This will facilitate improvements to admission policies, teaching and learning and support strategies for ATSI students.

Academic Documentation, Conferral of Awards and Graduation Policy

Purpose

This Policy sets out how Lyons College will confer awards to students upon successful graduation from a course of study and how and when it will provide academic documentation to students.

Scope

This Policy applies to all courses of study at Lyons College.

Definitions

Academic Documentation includes:

- a testamur;
- an academic transcript;
- a record of results; or
- any other document issued by Lyons College which attests the academic achievements of a student.

AQF means the Australian Qualifications Framework (Second Edition January 2013).

Conferral Date means the date on which the Board endorses the Academic Board's recommendation to confer awards on Graduands following its ratification of student results for all higher education awards.

Graduand means a student who has completed all requirements in their course of study and been deemed eligible to graduate.

Graduate means a Graduand who has had their award issued to or conferred on them by Lyons College.

Policy

A student is deemed eligible to graduate from their course if:

- they have successfully completed all requirements for their chosen course of study;
- they have no outstanding money owed to Lyons College;
- they are not currently suspended, excluded or undergoing disciplinary actions; and
- they have not previously graduated from that course.

Students eligible to graduate from their course will be issued with the appropriate academic documentation. Students who do not complete all of the requirements for their course may be issued with academic documentation such as an academic transcript or statement of results upon request.

VET Courses

A student will graduate with the relevant AQF qualification upon successful completion of all units in their course of study. This includes receiving credit for previous study or for RPL in accordance with the Credit and Recognition of Prior Learning Procedure (VET).

Lyons College will issue AQF certification documentation only to a student who has been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

All AQF certification documentation issued by Lyons College for VET courses must meet the requirements of Schedule 5 of the *Standards for Registered Training Organisations (RTOs) 2015* (RTO Standards).

Lyons College will issue AQF certification documentation to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete.

Lyons College will maintain records of all AQF certification documentation issued in accordance with the requirements of Schedule 5 of the RTO Standards. These records must be accessible to current and past students if requested by them in writing.

Higher Education Courses

To be eligible to graduate from a higher education course, a student must complete all of the required units (or be granted RPL under the Credit and RPL Policy (HE)). Students who meet the criteria for graduation from a higher education course will have the results of their units undergo the normal process under the Assessment and Moderation Policy.

At the end of each semester, the Learning and Teaching Committee (LTC) will provide a list of Graduates to the Academic Board (AB) for its approval after the results have been assessed, moderated and ratified. If the AB is satisfied with the outcomes, it will recommend to the Board which students should be conferred an award from Lyons College.

Graduates will receive a testamur and record of results (also known as an academic transcript) at no cost at the time their degree is conferred.

All Academic Documentation for higher education units or courses of study must comply with Standards 1.4 and 1.5 of the *Higher Education Standards Framework (Threshold Standards) 2015*.

All Academic Documentation must include the following:

- Clearly state “Coleraine Share Trading Pty Ltd trading as Lyons College”
- The full legal name of the person the Academic Documentation is being issued to
- The date of issue
- The name and title of the Lyons College representative authorised to issue the document

- the testamur and/or the graduation statement is certified with either the logo of the Australian Qualifications Framework or the words, ‘This qualification is recognised within the Australian Qualifications Framework’

Lyons College will ensure that all certification documentation issued is:

- unambiguously issued by Lyons College by including the words “This document is issued by Coleraine Share Trading Pty Ltd trading as Lyons College”
- unambiguously issued by Lyons College by including the Lyons College logo on the document
- readily distinguishable from other certification documents issued by Lyons College by clearly stating the name of the document in large bold typeface
- protected against fraudulent issue by:
 - ◆ using printers who have processes in place to avoid unauthorised reproduction
 - ◆ securely storing blank document templates, with access limited to the CEO, Dean, VET Manager and Administration Manager
 - ◆ limiting access and authority to issue and re-issue certification documentation to the CEO, Dean, VET Manager and Administration Manager through Wisenet which is Lyons College’s Student Management System (SMS)
 - ◆ recording login details for all instances certification documentation are issued or re-issued through Wisenet
- designed to prevent unauthorised reproduction by:
 - ◆ having an embossed seal which is difficult to replicate
 - ◆ using watermarks which do not appear when documents are copied
 - ◆ using microprint features which do not appear when scanned or photocopied
- traceable and authenticable by
 - ◆ including pre-printed individual serial numbers on testamurs
 - ◆ credential registration through Wisenet producing an individual document reference number
 - ◆ the use of QR Code validation through Wisenet
- replaceable by Lyons College through the authorised and verifiable process set out below.

Reissuance and Replacement of Academic Documentation

All students will be given a copy of all relevant Academic Documentation upon completion or withdrawal from a course. This will be at no cost to the student.

If the student wishes to have subsequent copies of any Academic Document which have already been issued and provided to the student, Lyons College may charge a fee for reissuing that document. Any reissuance fees will be approved by the CEO and will be published on the website.

Replacement Testamur

Lyons College can issue a replacement testamur which must be consistent with requirements above. The issuing of replacement testamurs must be approved by the Dean or the CEO. Replacement testamurs may be issued for the following reasons:

- the original testamur issued has been damaged, lost, stolen or destroyed; and
- the graduate has had a legal name change.

Replacement testamurs must be annotated and:

- clearly be marked with 'REPLACEMENT';
- identify the original name of the graduate (if they have had a legal name change); and
- identify the date of replacement.

For the replacement of damaged, lost, stolen or destroyed testamurs, the following must be provided to Lyons College:

- the completed application form including personal details;
- the original testamur if available;
- if the original testamur is not available; a statutory declaration and other supporting documentation; and
- payment of the prescribed fee.

For the replacement of testamurs due to a graduate legally changing their name, the following must be provided to Lyons College:

- the completed application form including personal details;
- the original testamur (or a statutory declaration if the original testamur is not available);
- certified documents evidencing the legal change of name;
- evidence of identity, including photographic identification; and
- payment of the prescribed fee.

Lyons College will amend all the official student records on Wisenet to reflect the name change when a replacement testamur is issued for graduates who have legally changed their name. Details of the graduate's original name will also be retained in Wisenet.

The replacement testamur will need to be collected in person or where the person requests in writing, be sent to the postal address nominated on the application form. Student Administration will maintain a record of all replacement testamurs issued.

Replacement Record of Results or Academic Transcripts

Lyons College can issue a replacement record of results or academic transcript which must be consistent with requirements above. The issuing of replacement record of results or

academic transcript must be approved by the Administration Manager, VET Manager, Dean or the CEO.

An official record of results or academic transcript can be obtained at any time after a student has attempted one unit. This is done by providing the completed application form including personal details and paying the prescribed fee. The replacement record of results or academic transcript will need to be collected in person or where requested, be sent to the postal address nominated on the application form. Student Administration will maintain a record of all replacement testamurs issued.

Academic Documentation Request Form

This form is ONLY for students who have commenced studies or graduated from Lyons College. Please complete all relevant sections of this form. Please provide the address that you want the replacement document sent to. Please submit the completed Form in person to Student Administration or email it to admin@lyons.edu.au

Student Details			
Student ID		Title	
Surname		Date of Birth	
First Name			
Street and Number			
Suburb		State	
Postcode		Country	
Email Address			
Mobile Phone		Home Phone	
Course Details			
Name of Course			
Course Code			
Commencement Date		Completion Date	
Academic Documentation being Requested			
<input type="checkbox"/> Testamur	Reason for requiring a replacement Testamur: <input type="checkbox"/> Original Testamur is damaged (original testamur must be provided with application) <input type="checkbox"/> Original Testamur is lost or stolen (please provide a Statutory Declaration confirming this) <input type="checkbox"/> Legal change of name (please provide certified evidence of legal name change)		
<input type="checkbox"/> Australian Higher Education Graduation Statement (only available if issued at the time of graduation)			
<input type="checkbox"/> VET Certificate		<input type="checkbox"/> Statement of Attainment	
<input type="checkbox"/> Academic Transcript			
Student Declaration (please tick all to acknowledge you have read and under these)			
<input type="checkbox"/> By making this request, I understand that I am liable to pay the fee for the documents I am requesting.			
<input type="checkbox"/> I understand that Lyons College can only provide documentation which is accurate and reflects my actual achievements as a student.			
Signature (Student)		Date:	

Academic Integrity and Academic Misconduct Policy

Purpose

This Policy outlines how Lyons College defines Academic Integrity, how Lyons College will promote and uphold Academic Integrity and how Lyons College will deal with allegations and incidences of breaches of Academic Integrity including Academic Misconduct.

Scope

All students enrolled in any course of study offered by Lyons College and all staff.

Definitions

Academic Integrity means pursuing academic endeavours in an honest and ethical manner, ensuring that information, theories, written text and ideas that are not original are acknowledged and referenced correctly. Lyons College has broadened the meaning of Academic Integrity to include ‘a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. From these values flow principles of behaviour that enable academic communities to translate ideals to action’ (International Centre for Academic Integrity, 2014).

Academic Misconduct means a breach of Academic Integrity. This includes pursuing academic endeavours in a dishonest and unethical manner, with the intention of circumventing the assessment process and gaining an unfair and unwarranted advantage. Examples of Academic Misconduct include, but are not limited to:

- Assisting another person to engage in Academic Misconduct
- Cheating
- Collusion
- Contract Cheating
- Falsifying or fabricating data used in the course of academic endeavours
- “Free riders” in group scenarios and group assessments
- Plagiarism
- Providing falsified or fabricated documents to obtain credit and/or recognised prior learning

Academic Staff means all permanent, casual, sessional or contract staff involved in the delivery or assessment of any higher education or VET unit or course of study offered by Lyons College.

Cheating means acting in a dishonest and unethical manner with the intention of violating or breaching the principles of Academic Integrity to gain an unfair advantage. Examples of Cheating include, but is not limited to:

- Contract Cheating;
- Collusion;

- copying or attempting to copy from other students in an exam;
- copying or attempting to copy from another student's assignment or assessment;
- unauthorised communication during an exam, including verbal, non-verbal, electronic or any other communication intended to avoid detection;
- bringing and/or utilising any unauthorised materials, devices or equipment into an exam;
- providing material to other students to present it as a part or whole as their own work;
- receiving material from other students to present it as a part or whole as your own work;
- completing or making a substantial contribution to an assessment for another person or having another person complete or make a substantial contribution to your assessment;
- sitting an exam for another person or having another person sit an exam for you; and
- falsifying data, information or citations in an assessment.

Collusion means assisting or attempting to assist another student to act dishonestly in relation to an assessment or part of an assessment, or not adhering to the regulations set for a specific learning experience, examination, or assessment.

Contract Cheating means getting someone else to complete an assessment on your behalf, regardless of whether any payment was involved.

“Free rider” refers to a student who does not contribute adequately or appropriately when working in a group scenario or on a group assessment. This may create an unfair advantage where the free rider receives marks for work which they have not made an appropriate contribution towards.

Plagiarism is defined in the Oxford dictionary as *“the practice of taking someone else's work or ideas and passing them off as one's own”*. Acts of Plagiarism include:

- not acknowledging or referencing other's work correctly or at all;
- paraphrasing someone else's work where it is obvious that the work is copied;
- paraphrasing and submitting work based on work which has previously been submitted; and
- cutting and pasting from various sources and claiming the work as original.

Academic Integrity Policy

Under the *Freedom of Intellectual Inquiry Policy*, all Academic Staff and students at Lyons College have a right to engage in free intellectual inquiry. Lyons College encourages Academic Staff and students to actively engage in free intellectual inquiry. However, Lyons College expects that in doing so, all students and Academic Staff conduct themselves in an honest and ethical manner and uphold the principles of Academic Integrity.

Breaches of Academic Integrity and Academic Misconduct have a negative impact on the quality of education and training provided and diminishes the efficacy of the learning environment and student experience. The results of Academic Misconduct could lead to assessment processes being circumvented to unfairly provide advantage.

All staff are expected to promote and uphold the principles of Academic Integrity at all times. Staff must not claim ownership of concepts or ideas of someone else. Where another person's concepts, ideas or work is used in any manner, it must be appropriately acknowledged and referenced.

Lyons College will not tolerate any breaches of Academic Integrity or Academic Misconduct. Any allegations of a breach of Academic Integrity or Academic Misconduct will be recorded in the Academic Misconduct Register and investigated in accordance with the *Academic Integrity and Academic Misconduct Procedure*.

Any findings of a breach of Academic Integrity and/or Academic Misconduct will result in disciplinary action in accordance with the *Academic Integrity and Academic Misconduct Procedure*.

Principles of Academic Integrity

Lyons College has determined the following Principles of Academic Integrity:

- All students are expected to act with Academic Integrity.
- Lyons College will provide information, training and support to inform students of their obligations to act with Academic Integrity.
- Lyons College will provide information, training and support to inform students about breaches of Academic Integrity and Academic Misconduct, and potential disciplinary actions and penalties for findings of such.
- All staff are expected to promote, uphold and act with Academic Integrity.
- Lyons College will provide information, training, professional development and support to ensure all staff are aware of their role in promoting, upholding and acting with Academic Integrity.
- Lyons College will provide information, training, professional development and support to ensure Academic Staff are aware of their role in detecting, dealing with and reporting any allegations or incidences of breaches of Academic Integrity and Academic Misconduct.
- All staff and students are expected to report allegations or incidences of breaches of Academic Integrity and Academic Misconduct.
- All allegations or incidences of breaches of Academic Integrity and Academic Misconduct will be recorded in the Academic Misconduct Register.
- The Board and Academic Board will receive regular reports on allegations or incidences of breaches of Academic Integrity and Academic Misconduct, which may include being presented with the Academic Misconduct Register.

Accountabilities for Academic Integrity

Board

- Accountable for assuring itself that the occurrence and nature of allegations or incidences of breaches of Academic Integrity and/or Academic Misconduct are monitored and action is taken to address any underlying causes for both VET and higher education operations.

Academic Board

- Set the institutional guidelines for Lyons College higher education operations to promote principles and practice of Academic Integrity through the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Develop other strategies to promote Academic Integrity among all higher education staff and students.
- Monitor and have oversight of the implementation of the Policies and Procedures relating to Academic Integrity and Academic Misconduct for higher education.
- Take appropriate action for higher education operations when instances of Academic Misconduct are proven, particularly against Academic Staff found guilty of Academic Misconduct and reporting these to the Board.
- Investigate the underlying causes of Academic Misconduct in higher education operations and take the appropriate action to address the underlying causes and reporting these to the Board.
- Be the ultimate decision making body for higher education Academic Misconduct proceedings in the internal review process under the *Academic Integrity and Academic Misconduct Procedure*.

Learning and Teaching Committee

- Report to the Academic Board (AB) on the implementation of the Policies, Procedures and Frameworks relating to Academic Integrity and Academic Misconduct in higher education.
- Report to the AB any instances where, in higher education operations, Academic Misconduct has been proven, the nature of the Academic Misconduct and what actions were taken.
- Analyse and report to the AB suggestions to the underlying causes of Academic Misconduct within higher education operations.
- Ensure that teaching and learning practices for higher education at Lyons College addresses risks to Academic Integrity.
- Be a decision making body for Academic Misconduct in the internal review process under the *Academic Integrity and Academic Misconduct Procedure*.

Dean

- Promote the principles and practice of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* to all higher education all staff including higher education Staff and students.
- Ensure that all staff promote the principles and practice of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Maintain the Academic Misconduct Register ensuring that all allegations and incidences of Academic Misconduct in the higher education operations are recorded and reported to the Board through the AB.
- Be an investigating officer and decision maker for Academic Misconduct in higher education operations under the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.

VET Manager

- Promote the principles and practice of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* to all staff including VET Staff and students.
- Ensure that all staff promote the principles and practice of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Maintain the Academic Misconduct Register ensuring that all allegations and incidences Academic Misconduct in VET operations are recorded and reported to the Board through the CEO.

Academic Staff

- Promote the principles and practice of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* to other staff and all students.
- Understand the requirements of the *Academic Integrity Policy* and the *Academic Integrity and Academic Misconduct Procedure* and continually ensuring students are reminded of their obligation in this regard.
- Maintain a high ethical standard when conducting training, teaching and learning, assessments, or conducting or participating in research or scholarly activities.
- Monitor and detect occurrences and allegations of Academic Misconduct for both students and all staff.
- Report any occurrences and allegations of Academic Misconduct to the Dean and/or VET Manager.
- Provide mentoring and guidance to students where there is a concern that they may breach the *Academic Integrity Policy* or be guilty of Academic Misconduct.
- Where appropriate, use text comparison software (such as Turnitin) to detect potential cases of plagiarism and to act on the results in accordance with the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.

Students

- Uphold the principles of Academic Integrity in the pursuit of their academic endeavours.
- Take responsibility for their own actions and for acting with Academic Integrity.
- Inform themselves of Lyons College's expectations and guidelines for Academic Integrity and Academic Misconduct set out in Policies and Procedures.
- Ask for assistance or guidance when faced with questions or dilemmas concerning Academic Integrity or Academic Misconduct.
- Only submit work which their own, and appropriately referencing and acknowledging the thoughts, ideas, findings and/or work of others.
- Maintain Academic Integrity when their work is shared with others for any reason.
- Ensure that they contribute in an adequate and appropriate way in group situations or on group assessments.
- Report any suspicions or incidences of "free riders" when working in group situations or on group assessments.
- Report any suspected allegations or incidences Academic Misconduct to Staff.
- Provide honest feedback when completing Peer Evaluation Forms, particularly when there may be issues related to other students who are "free riding".
- Provide feedback and suggestions to Staff on ways to better promote and enhance students' understanding of Academic Integrity and Academic Misconduct.

Academic Integrity and Academic Misconduct Procedure

Purpose	
<p>The purpose of the <i>Academic Integrity and Academic Misconduct Procedure</i> is to provide mechanisms for Lyons College to promote and uphold Academic Integrity and to deal with any allegation or incidences of breaches of Academic Integrity and/or Academic Misconduct.</p>	
Scope	
<p>This Procedure applies to all Lyons College staff and students.</p>	
Accountabilities	
<p>Lyons College has the following Governance bodies and Academic Staff who are involved in the management of allegations and occurrences of Academic Misconduct. Their roles and responsibilities are outlined below.</p>	
Board	<ul style="list-style-type: none"> ➤ Accountable for assuring itself that the occurrence and nature of allegations or incidences of breaches of Academic Integrity and/or Academic Misconduct are monitored and action is taken to address any underlying causes for both VET and higher education operations.
Academic Board	<ul style="list-style-type: none"> ➤ Set the institutional guidelines for Lyons College higher education operations to promote principles and practice of Academic Integrity through the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i>. ➤ Develop other strategies to promote Academic Integrity among all higher education staff and students. ➤ Monitor and have oversight of the implementation of the Policies and Procedures relating to Academic Integrity and Academic Misconduct for higher education. ➤ Take appropriate action for higher education operations when instances of Academic Misconduct are proven, particularly against academic staff found guilty of Academic Misconduct and reporting these to the Board. ➤ Investigate the underlying causes of Academic Misconduct in higher education operations and take the appropriate action to address the underlying causes and reporting these to the Board. ➤ Be the ultimate decision making body for higher education Academic Misconduct proceedings in the internal review process under the <i>Academic Integrity and Academic Misconduct Procedure</i>.

<p>Learning and Teaching Committee</p>	<ul style="list-style-type: none"> ➤ Report to the Academic Board (AB) on the implementation of the Policies, Procedures and Frameworks relating to Academic Integrity and Academic Misconduct in higher education. ➤ Report to the AB any instances where, in higher education operations, Academic Misconduct has been proven, the nature of the Academic Misconduct and what actions were taken. ➤ Analyse and report to the AB any advice/suggestions associated with the underlying causes of Academic Misconduct within higher education operations. ➤ Ensure that teaching and learning practices for higher education at Lyons College reflects the relevant risks to Academic Integrity. ➤ Be a decision making body for Academic Misconduct in the internal review process under the <i>Academic Integrity and Academic Misconduct Procedure</i>.
<p>Dean</p>	<ul style="list-style-type: none"> ➤ Promote the principles and practice of Academic Integrity set out in the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i> to all higher education Academic Staff and students. ➤ Ensure that higher education Academic Staff promote the principles and practice of Academic Integrity set out in the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i>. ➤ Maintain the Academic Misconduct Register ensuring that all allegations and incidences of Academic Misconduct in the higher education operations are recorded and reported to the Board through the AB. ➤ Be an investigating officer and decision maker for Academic Misconduct in higher education operations under the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i>.
<p>VET Manager</p>	<ul style="list-style-type: none"> ➤ Promote the principles and practice of Academic Integrity set out in the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i> to all VET Academic Staff and students. ➤ Ensure that VET Academic Staff promote the principles and practice of Academic Integrity set out in the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i>. ➤ Maintain the Academic Misconduct Register ensuring that all allegations and incidences Academic Misconduct in VET operations are recorded and reported to the Board through the CEO.

<p>Academic Staff</p>	<ul style="list-style-type: none"> ➤ Promote the principles and practice of Academic Integrity set out in the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i> to all students. ➤ Understand the requirements of the <i>Academic Integrity Policy</i> and the <i>Academic Integrity and Academic Misconduct Procedure</i> and continually ensuring students are reminded of their obligation in this regard. ➤ Maintain a high ethical standard when conducting training, teaching and learning, assessments, or conducting or participating in research or scholarly activities. ➤ Monitor and detect occurrences and allegations of Academic Misconduct for both students and Academic Staff. ➤ Report any occurrences and allegations of Academic Misconduct to the Dean or VET Manager. ➤ Provide mentoring and guidance to students where there is a concern that they may breach the <i>Academic Integrity Policy</i> or be guilty of Academic Misconduct. ➤ Where appropriate, use text comparison software (such as Turnitin) to detect potential cases of plagiarism and to act on the results in accordance with the <i>Academic Integrity Policy</i> and <i>Academic Integrity and Academic Misconduct Procedure</i>.
<p>Students</p>	<ul style="list-style-type: none"> ➤ Uphold the principles of Academic Integrity in the pursuit of their academic endeavours. ➤ Take responsibility for their own actions and for acting with Academic Integrity. ➤ Inform themselves of Lyons College’s expectations and guidelines for Academic Integrity and Academic Misconduct set out in Policies and Procedures. ➤ Ask for assistance or guidance when faced with questions or dilemmas concerning Academic Integrity or Academic Misconduct. ➤ Only submit work which is their own, and appropriately reference and acknowledge the thoughts, ideas, findings and/or work of others. ➤ Maintain Academic Integrity when their work is shared with others for any reason. ➤ Report any suspected allegations or incidences Academic Misconduct to Academic Staff. ➤ Provide honest feedback when completing Peer Evaluation Forms, particularly when there may be issues related to other students who are “free riding”. ➤ Provide feedback and suggestions to Academic Staff on ways how to better promote and enhance students’ understanding of Academic Integrity and Academic Misconduct.

Definitions

Academic Integrity means pursuing academic endeavours in an honest and ethical manner, ensuring that information, theories, written text and ideas which are not original are acknowledged and referenced appropriately. Academic Integrity can also be defined as ‘a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. From these values flow principles of behaviour that enable academic communities to translate ideals to action’ (International Centre for Academic Integrity, 2014).

Academic Misconduct means a breach of Academic Integrity. This includes pursuing academic endeavours in a dishonest and unethical manner, with the intention of circumventing the assessment process and gaining an unfair and unwarranted advantage. Examples of Academic Misconduct include, but are not limited to:

- Assisting another person to engage in Academic Misconduct
- Cheating
- Collusion
- Contract Cheating
- Falsifying or fabricating data used in the course of academic endeavours
- “Free riders” in group scenarios and group assessments
- Plagiarism
- Providing falsified or fabricated documents to obtain credit and/or recognised prior learning

Academic Staff means all permanent, casual, sessional or contract staff involved in the delivery or assessment of any higher education or VET unit or course of study offered by Lyons College.

Cheating means acting in a dishonest and unethical manner with the intention of violating or breaching the principles of Academic Integrity to gain an unfair advantage. Examples of Cheating include, but is not limited to:

- Contract Cheating
- Collusion
- copying or attempting to copy from other students in an exam
- copying or attempting to copy from another student’s assignment or assessment
- unauthorised communication during an exam, including verbal, non-verbal, electronic or any other communication intended to avoid detection
- bringing and/or utilising any unauthorised materials, devices or equipment into an exam
- providing material to other students to present it as a part or whole as their own work
- receiving material from other students to present it as a part or whole as one’s own work
- completing or assist in the completion of an assessment for another person or having another person assist one’s self in completing one’s assessment
- sitting an exam for another person or having another person sit an exam for one’s self
- falsifying data, information or citations in an assessment

Collusion means assisting or attempting to assist another student to act dishonestly in relation to an assessment or part of an assessment, or not adhering to the regulations set for a specific learning experience, examination, or assessment.

Contract Cheating means using someone else to complete an assessment on your behalf, regardless of whether any payment is involved.

“Free rider” refers to a student who does not contribute adequately or appropriately when working in a group scenario or on a group assessment. This may create an unfair advantage where the “free rider” receives marks for work that they have not made an appropriate contribution towards.

Plagiarism is defined in the Oxford dictionary as “the practice of taking someone else's work or ideas and passing them off as one's own”. Acts of Plagiarism include:

- not acknowledging or referencing other’s work correctly or at all;
- paraphrasing someone else’s work where it is obvious that the work is copied;
- paraphrasing and submitting work based on work which has previously been submitted; and
- cutting and pasting from various sources and claiming the work as original.

Promotion of Academic Integrity

Lyons College will facilitate and promote Academic Integrity and the principles of Academic Integrity set out in the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* through the following:

- Ensuring the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* are publicly available on the Lyons College website.
- Providing students and prospective students the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* in the relevant Student Handbook prior to admission.
- Ensuring that Student Agreements refer to and provide links to the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Ensuring that students are provided with an introductory session on Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* on Orientation.
- Providing students with regular refresher training on Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure* on Orientation.
- Ensuring that students are informed and aware of their own obligations and responsibilities for understanding what constitutes good Academic Integrity, Academic Misconduct and assessment and examination requirements.
- Ensuring that students are aware of what constitutes Academic Misconduct, the process for investigating allegations of Academic Misconduct and potential penalties if found guilty of Academic Misconduct.
- Where available, providing students access to student specific similarity detecting software through Moodle, Lyons College’s Learning Management System, and encourage them to self-assess their work prior to submission.

- Requiring students to provide a signed coversheet with assessments where they attest to the authorship of the assessment, ensuring that students are aware of potential penalties if they are found guilty of a breach of Academic Integrity or are guilty of Academic Misconduct.
- Requiring students to complete a Peer Evaluation Form for group assessments, in particular to identify if any members of the group are “free riding”.
- Providing ongoing professional development and training to Academic Staff on Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure on Orientation*.
- Providing Academic Staff resources and information in best practices for promoting and maintaining Academic Integrity through benchmarking and external referencing against comparable providers.
- Providing Academic Staff access to academic staff specific similarity detecting software to assess and provide reports on students’ work after it has been submitted.
- Senior Academic Staff providing guidance and mentoring to other Academic Staff and students about Academic Integrity, Academic Misconduct, the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*.
- Ensuring that Academic Staff who design assessments do so in a manner that minimises the risk of Academic Misconduct. Measures to reduce the risk of Academic Misconduct can include, but are not limited to:
 - ◆ the use of unique case studies;
 - ◆ include verbal presentations as a potential assessment task;
 - ◆ requiring student provide progress drafts at specific times prior to final submission;
 - ◆ not re-using previous assessment tasks from prior study periods; and
 - ◆ including invigilated and controlled assessments such as quizzes and exams.

Detecting Student Breaches of Academic Integrity and Student Academic Misconduct

Generally, the detection of Academic Misconduct by students will be the responsibility of Academic Staff. This is due to Academic Staff having first-hand knowledge of the student, their previous work and their academic capabilities.

Academic staff have various mechanisms available to them to detect potential Academic Misconduct by students. These include, but are not limited to:

- academic staff specific similarity detecting software providing a report on a students’ assessment suspecting plagiarism;
- noticing a significant inconsistency with a current assessment and a students’ prior performance and grades;
- noticing similarity with work submitted by another student;
- noticing similarity with work previously submitted by the student themselves;

- noticing that a student has not submitted the required assessment specific details such as outlines, drafts, or preparatory work;
- noticing a student's behaviour during an exam;
- noticing a student bringing, accessing or utilising any unauthorised materials, devices or equipment in an exam; and
- noticing if students are communicating or attempting to communicate during an exam, including verbal, non-verbal, electronic or any other communication intended to avoid detection.

On some occasions, it is possible that allegations of Academic Misconduct may be reported by students or non-academic staff. In this case, the Academic Staff member dealing with allegations will need to ensure that details of the person who reported the matter remains confidential.

Where there is the suspicion or allegation of Academic Misconduct, the Academic Staff member responsible for the student will need to follow the procedure set out in this *Academic Integrity and Academic Misconduct Procedure*.

Investigating Student Academic Misconduct

Lyons College has categorised three levels of student Academic Misconduct, Low, Medium and Serious. This will determine who the investigating officer will be under this *Academic Integrity and Academic Misconduct Procedure*. The levels will also determine the potential penalties if there is a finding of Academic Misconduct on the part of a student. This is explained in more detail in Appendix 1: Levels of Student Academic Misconduct, Potential Penalties and Investigators.

Where Academic Staff suspect or detect student Academic Misconduct, they will need to determine the level of the misconduct. Lyons College will investigate allegations or detection of student Academic Misconduct and take the appropriate actions if a student is guilty of Academic Misconduct.

If the matter can be resolved informally, the Academic Staff member must inform the VET Manager or Dean and provide them with details of the suspicion or allegations. The VET Manager or Dean must record this in the Academic Misconduct Register, even if no formal investigation is undertaken. This is to ensure that repeated incidences of Low Level Student Academic Misconduct are recorded and dealt with appropriately.

Where an allegation or occurrence of Academic Misconduct is investigated, the student's enrolment status will remain unchanged until the matter has been finalised. Only after finalisation of the investigation can Lyons College impose sanctions or take disciplinary action affecting the student's enrolment status.

Discretion and confidentiality must be paramount when investigating allegations and incidences of Student Academic Misconduct.

The process for the investigation of allegations of Academic Misconduct are as follows:

1. Assess the level of alleged Academic Misconduct;
2. Appoint an investigating officer;
3. Gather required evidence;

4. Arrange and invite student for a meeting;
5. Conduct the investigation meeting; and
6. Finalise decision, record outcome and inform the student.

Assessing the level of alleged Academic Misconduct

When assessing the level of alleged Academic Misconduct, the Academic Staff member should refer to **Appendix 1: Levels of Student Academic Misconduct, Potential Penalties and Investigators** in the *Academic Integrity and Academic Misconduct Procedure*. This table outlines how the three levels of Academic Misconduct are categorised and also provides details of who should investigate the allegation as well as potential penalties if there is a finding of Academic Misconduct.

The Academic Staff member will need to assess whether the alleged Academic Misconduct constitutes a Low, Medium or Serious breach. In making an assessment, the Academic Staff member must check the Academic Misconduct Register to determine if the student has had any previous allegations or incidences of Academic Misconduct.

If the breach is at a Low level and is the first allegation or incidence for a student, the Academic Staff member may deal with the allegation informally with no formal investigation is required. In this case, the Academic Staff member must counsel and warn the student that future incidences of Academic Misconduct may result in disciplinary action. The student may be required to attend refresher training on Academic Integrity and Academic Misconduct.

Regardless whether a formal investigation is conducted or not, the Academic Staff member must report the matter to the VET Manager or the Dean and provide details of the alleged or incidence of Academic Misconduct. The VET Manager or Dean must record details of the alleged or occurrence of Academic Misconduct in the Academic Misconduct Register, even if no formal investigation is undertaken. This is to ensure that repeated incidences of Low Level Student Academic Misconduct will be detected and dealt with appropriately.

If the allegation or occurrence of Academic Misconduct is a a repeated Low level, or a Medium or Serious level, the Academic Staff member must determine that an investigation is warranted. At this point, the Academic Staff member must liaise with the VET Manager or Dean to determine who the investigating officer will be.

Appointing an Investigating Officer

Once the Academic Staff Member has determined an investigation is warranted, they must communicate with the VET Manager or Dean to determine who the most appropriate investigating officer would be. The Academic Staff member, along with the VET Manager or Dean, must use the guidelines set out in **Appendix 1: Levels of Student Academic Misconduct, Potential Penalties and Investigators** when determining the appropriate investigating officer.

In determining the appropriate investigating officer, the VET Manager or Dean must take into account the level of the alleged Academic Misconduct. For Low level Academic Misconduct, the investigating officer could be a trainer/assessor or lecturer, however the VET Manager and Dean must ensure that any investigating officer has the skill and experience to properly conduct the investigation.

The Academic Staff member who raises the Academic Misconduct may be appointed the investigating officer. As the level of the Academic Misconduct increases from Low to Medium to Serious, the seniority and level of potential investigating officers also increases to reflect the nature of the Academic Misconduct.

Once the investigating officer is appointed, the investigating officer must collect evidence required to make a decision.

Gathering the required evidence

The investigating officer must gather and collate evidence of the alleged Academic Misconduct. Evidence can include:

- report from academic staff specific similarity detecting software suspecting plagiarism;
- Academic Staff noticing a significant inconsistency with a current assessment and a students' prior performance and grades;
- Academic Staff noticing similarity with work submitted by another student;
- Academic Staff noticing similarity with work previously submitted by the student themselves;
- Academic Staff noticing a student bringing, accessing or utilising any unauthorised materials, devices or equipment in an exam; and
- Academic Staff noticing if students are communicating or attempting to communicate during an exam, including verbal, non-verbal, electronic or any other communication intended to avoid detection.

Where the evidence relates to an Academic Staff member suspecting behaviour indicating Academic Misconduct, they may be required to participate in an interview with the investigating officer or to provide a written statement.

Once the investigating officer has collected and collated the evidence, they must assess if there is sufficient evidence to proceed with an investigation. If there is not sufficient evidence to warrant proceeding with the investigation, the investigating officer must provide a report and have the details recorded in the Academic Misconduct Register.

Arranging and inviting the student for a meeting

If the investigating officer determines that there is sufficient evidence to proceed with the investigation, they must arrange a meeting for the student to attend.

The student must be given at least ten (10) business days' notice of the intended meeting. The invitation will be sent via email and text message. The student will be asked to respond to the invitation within five (5) business days of receiving the invitation. In arranging the meeting, the investigating officer must provide the following details to the student:

- the date, time and location of the meeting;
- who from Lyons College will be attending the meeting;
- the nature and specific details of the alleged Academic Misconduct and the potential penalties for a finding of Academic Misconduct;

- what evidence is being considered, and where appropriate, provide copies to the student;
- provide the student a copy of the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*;
- provide the student with a copy of the *Code of Conduct* and *Bullying, Harassment and Discrimination Policy*;
- inform the student that they will be given the opportunity to present their case, that the interview will be conducted with mutual respect and that inappropriate behaviour will not be tolerated;
- invite the student to provide a written submission and/or evidence at least two (2) business days prior to the scheduled meeting which will be considered at the meeting;
- inform the student of their right to have a support person (who is not a legal representative) attend the meeting with them (this could be the Student Representative for VET or higher education); and
- provide the student a copy of the *Student Support, Welfare and Wellbeing Policy and Procedure* reminding the student of the services available to them.

If the student does not respond within five (5) business days of receiving the invitation, a reminder email and text message will be sent. The investigating officer will also attempt to call and speak to the student. These contact attempts will be recorded in the student's file on Wisenet.

If there has been no response from the student at the date and time of the scheduled meeting, the investigating officer will refer the matter to the VET Manager or Dean. At this stage, the VET Manager or Dean will determine if there is a finding of Academic Misconduct and what penalty, if any, will be applied. This will be recorded on the Academic Misconduct Register as well on the student's file on Wisenet.

The student will receive notification of the outcome via email and a letter in the mail within five (5) business days of the VET Manager or Dean making a decision. The student will also be provided with a copy of the *Student Complaints and Appeals Policy and Procedure* and informed of their rights of appeal under that Policy and Procedure.

Conducting the investigation meeting

If the student has responded and attended the interview, the investigating officer must consider the following before making a determination:

- all evidence gathered by Lyons College Academic Staff;
- any written submission made by the student;
- any evidence provided by the student;
- any statement made by the student or anyone else during the interview;
- the age, knowledge and experience of the student;
- the intentionality of the students actions (did the student act intentionally or not); and

- the nature, seriousness and recurrence of any alleged Academic Misconduct of the student.

The investigating officer must allow the student a fair and reasonable opportunity to make their case and provide evidence. The investigating officer must act in a professional manner and treat the student with respect. The student will also be expected to act in a reasonable and respectful manner.

Finalise decision, record outcome and inform student

Once the investigating officer has considered all of the evidence, submissions and verbal statements, they are required to make a determination. The final determination must include whether the investigating officer believes the student is guilty of committing Academic Misconduct, and any penalties that will be imposed if there is a finding of Academic Misconduct.

The student will receive notice of the decision via email and a letter in the mail within five (5) business days of the investigating officer making a final determination. The student will also be provided a copy of the *Student Complaints and Appeals Policy and Procedure* and informed of their rights of appeal under that Policy and Procedure.

The Academic Staff member who initiated the investigation will be informed of the outcome via email within five (5) business days of the investigating officer making a final determination.

The investigating officer will notify the VET Manager or Dean of the final determination within five (5) business days. The VET Manager or Dean must record the details appropriately in the Academic Misconduct Register.

Investigating Staff Academic Misconduct

Lyons College considers Academic Staff committing Academic Misconduct or breaching the Academic Integrity Policy as an extremely serious issue.

Academic Staff are expected to promote and uphold Academic Integrity and not claim ownership of someone else's concepts or ideas. They should also ensure that if they are sourcing and referencing, they provide appropriate acknowledgement. Failure to do this may be considered Academic Misconduct.

Findings of Staff Academic Misconduct may result in one of the following disciplinary actions:

- The Academic Staff member is issued with a warning letter;
- The Academic Staff member may require supervision for a period of time;
- The Academic Staff member may be required to attend remedial training;
- Suspension of employment; and
- Termination of employment.

This is not an exhaustive list, and other appropriate outcomes are open to the decision maker at their discretion. In making a decision regarding disciplinary action for a finding of Staff Academic Misconduct, the decision maker must take into account all factors of the incident. The severity of the disciplinary action must reflect the nature and recurrence of the Staff Academic Misconduct.

Where the disciplinary action is for suspension or termination of employment, this must be ratified and endorsed by the CEO for VET Academic Staff or the Academic Board for higher education Academic Staff.

Where an allegation or occurrence of Staff Academic Misconduct is investigated, the Academic Staff member's employment status will remain unchanged until the matter has been finalised. Only after finalisation of the investigation can Lyons College impose sanctions or take disciplinary action affecting the Academic Staff member's employment status.

Discretion and confidentiality must be paramount when investigating allegations and incidences of Staff Academic Misconduct.

All allegations or incidences of Staff Academic Misconduct must be reported to the VET Manager or the Dean immediately. All allegations or incidences of Staff Academic Misconduct must be recorded in the Academic Misconduct Register. All allegations or incidences of Staff Academic Misconduct will be dealt with through the following procedure:

1. Commence investigation of the alleged Staff Academic Misconduct
2. Gather required evidence
3. Arrange and invite Academic Staff member for a meeting
4. Conduct the investigation meeting
5. Finalise decision, record outcome and inform the Academic Staff member

Commence investigation of the alleged Staff Academic Misconduct

Allegations of Staff Academic Misconduct will be investigated by the VET Manager (for VET Academic Staff), the Dean (for higher education Academic Staff) or the CEO. All allegations or incidences of Staff Academic Misconduct must be recorded in the Academic Misconduct Register and reported to the AB and Board.

The investigating officer determine whether there is merit to the allegation of Staff Academic Misconduct. Where there is sufficient evidence to warrant an investigation, the investigating officer will coordinate the collection of evidence or as appropriate parties to provide statements.

Gather required evidence

The investigating officer must gather any evidence that may be relevant to the alleged Staff Academic Misconduct. The investigating officer may also conduct interviews with anyone who may be able to assist them in making a determination.

Arrange and invite Academic Staff member for a meeting

The investigating officer will arrange a meeting with the Academic Staff member.

The Academic Staff member must be given at least ten (10) business days' notice of the intended meeting. The invitation will be sent via email and text message. The Academic Staff member will be asked to respond to the invitation within five (5) business days of receiving the invitation. In arranging the meeting, the investigating officer must provide the following details to the Academic Staff member:

- the date, time and location of the meeting;

- who from Lyons College will be attending the meeting;
- the nature and specific details of the alleged Staff Academic Misconduct and the potential penalties for a finding of Academic Misconduct;
- what evidence is being considered, and where appropriate, provide copies to the Academic Staff member;
- provide the Academic Staff member a copy of the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*;
- provide the Academic Staff member with a copy of the *Code of Conduct* and *Bullying, Harassment and Discrimination Policy*;
- inform the Academic Staff member that they will be given the opportunity to present their case, that the interview will be conducted with mutual respect and that inappropriate behaviour will not be tolerated;
- invite the Academic Staff member to provide a written submission and/or evidence at least two (2) business days prior to the scheduled meeting which will be considered at the meeting; and
- inform the Academic Staff member of their right to have a support person (who is not a legal representative) attend the meeting with them.

Conduct the investigation meeting

At the meeting, the investigating officer must consider the following before making a determination:

- all evidence gathered;
- any written submission made by the Academic Staff member;
- any evidence provided by the Academic Staff member;
- any statement made by the Academic Staff member or anyone else during the meeting;
- the age, experience, position and seniority of the Academic Staff member; and
- the nature, seriousness and recurrence of any alleged Staff Academic Misconduct by the Academic Staff member.

The investigating officer must allow the Academic Staff member a fair and reasonable opportunity to make their case and provide evidence. The investigating officer must act in a professional manner and treat the Academic Staff member with respect. The Academic Staff member will also be expected to act in a reasonable and respectful manner.

Finalise decision, record outcome and inform the Academic Staff member

Once the investigating officer has considered all of the evidence, submissions and verbal statements, they are required to make a determination. The final determination must include whether the investigating officer believes the Academic Staff member is guilty of committing Staff Academic Misconduct, and any penalties that will be imposed if there is a finding of Staff Academic Misconduct.

The Academic Staff member will receive notice of the decision via email and a letter in the mail within five (5) business days of the investigating officer making a final determination. The Academic Staff member will also be provided a copy of the *Staff Complaints and Appeals Policy and Procedure* and informed of their rights of appeal under that Policy and Procedure.

The investigating officer will notify the VET Manager or Dean of the final determination within five (5) business days. The VET Manager or Dean must record the details appropriately in the Academic Misconduct Register.

Where disciplinary action is for suspension or termination of employment is recommended, this must be ratified and endorsed by the CEO for VET Academic Staff or the Academic Board for higher education Academic Staff. This can only be done after the Academic Staff member has exhausted the internal review process.

APPENDIX 1

Levels of Student Academic Misconduct, Potential Penalties and Investigators				
Level	Explanation	Examples	Potential Penalties	Investigating Officer
Low	<p>Low Level Academic Misconduct is where the occurrence is found to be unintentional and of a minor nature. This could be due to a student's inexperience or knowledge of the expectations and standards of Academic Integrity in higher education.</p>	<ul style="list-style-type: none"> ➤ Using several sentences without proper referencing ➤ Plagiarism of less than 10% due to poor referencing ➤ Paraphrasing which is too similar to the original 	<ul style="list-style-type: none"> ➤ Warning Letter issued to student ➤ Requiring the student to resubmit an assessment ➤ Requiring the student to re-sit an exam ➤ Requiring the student to undertake counselling ➤ Requiring the student to attend refresher training on Academic Integrity and Academic Misconduct 	<ul style="list-style-type: none"> ➤ Trainer/Assessor ➤ Lecturer ➤ Senior Trainer/Assessor ➤ Senior Lecturer ➤ Course Coordinator ➤ VET Manager ➤ Dean
Medium	<p>Medium Level Academic Misconduct is where the occurrence may be intentional or unintentional, but more of a moderate nature. The expectation is that a student would have the requisite understanding of Academic Misconduct.</p>	<ul style="list-style-type: none"> ➤ Collusion with other students to submit previously submitted work ➤ Plagiarism of between 10-25% 	<ul style="list-style-type: none"> ➤ Warning Letter issued to student ➤ Requiring the student to attend refresher training on Academic Integrity and Academic Misconduct ➤ Reduction of grades for an assessment by up to 50% ➤ Downgrading the final grade for a unit ➤ Requiring the student to 	<ul style="list-style-type: none"> ➤ Course Coordinator ➤ VET Manager ➤ Dean ➤ LTC

			<p>resubmit an assessment</p> <ul style="list-style-type: none"> ➤ Requiring the student to re-sit an exam ➤ Requiring the student to undertake counselling 	
Serious	<p>Serious Level Academic Misconduct is where the occurrence is intentional and of a severe nature. This is where a student has made a conscious attempt act in a dishonest and unethical manner, with the intention of circumventing the assessment process and gaining an unfair and unwarranted advantage.</p>	<ul style="list-style-type: none"> ➤ Repeated occurrences of Low or Medium Level Academic Misconduct committed by a student ➤ Plagiarism of more than 25% ➤ Collusion or cheating in an exam ➤ Use of unauthorised materials during an assessment or exam 	<ul style="list-style-type: none"> ➤ Requiring the student to attend refresher training on Academic Integrity and Academic Misconduct ➤ A mark of 0% for an assessment ➤ A Fail grade for a unit ➤ Cancellation of the student's enrolment ➤ Exclusion from the course Requiring the student to attend refresher training on Academic Integrity and Academic Misconduct 	<ul style="list-style-type: none"> ➤ VET Manager ➤ Dean ➤ CEO ➤ LTC ➤ AB

Access and Usage of Resources Policy

Purpose

This Policy sets out the obligations and expectation of Lyons College staff and students when using Resources provided by Lyons College.

Scope

This Policy applies to all staff, students, contractors or volunteers at Lyons College.

Definitions

Email means the provision of a Lyons College email address and account, server-based email folders with the ability to send and receive email and attachments internally and externally and to access email from outside the Lyons College network.

Hardware means physical equipment used in classrooms, computer laboratories, the library, administration offices, workspaces, work desks, offices, the front desk, student break out areas or any other part of the Lyons College campus.

Internet means access to the internet supplied by Lyons College via a Local Area Network, a Virtual Private Network, through any wireless means or from a mobile device or tablet.

Resources means any resource, or access to any resource, provided to Users by Lyons College including, but not limited to, Hardware, Software, Internet access, Email access or any other resource provided by Lyons College for use by any User.

Software means any computer program or application used on computers, tablets or other mobile devices. Software includes, but is not limited to, any version of Moodle, Microsoft (MS) Windows, MS Outlook, MS Word, MS Excel, MS Project, any program designed to access the internet, any virus protection software or any other software provided by Lyons College to Users.

User means permanent staff, casual staff, contractors and students at Lyons College.

Policy

Lyons College provides certain Resources for Users to help as part of their work life or student experience. Resources provided by Lyons College include, but is not limited to, the following:

- | | |
|-----------------------|--|
| ➤ Computers | ➤ Access to the Internet (both LAN and wireless) |
| ➤ Laptops | ➤ Data storage, both LAN and cloud based |
| ➤ Tablets | ➤ Access to online journals and other resources |
| ➤ Mobile phones | ➤ The library and physical textbooks |
| ➤ Photocopier/printer | ➤ Access to online textbooks |
| ➤ Television displays | ➤ Email access |
| ➤ Furniture | ➤ Software |

Lyons College expects that Users will utilise Resources to execute the responsibilities of their positions as employees or contractors, to engage in study and activities as students or in other authorised activities. Resources must not be used for any purpose that breaches any law or Lyons College Policy or Procedure.

Lyons College acknowledges that Resources may be used for personal purposes and allows reasonable limited personal use. However, Users must not use any Resources for any of the following:

- To access, utilise, download or distribute:
 - Sexually explicit material or any material that may offend others
 - Hate speech or offensive material
 - Materials regarding illicit drugs, violence, terrorist activity, criminal skills and/or illegal activities
 - Gambling or gaming software or apps
 - Illegally access other networks or websites (hacking)
 - Illegal material that breaches Federal or State Law or Lyons College Policies
 - Illegal copies of movies, television shows, music, music videos, software or any other material
- To bully, harass, threaten, stalk or intimidate any person
- Use a Lyons College email address for unauthorised purposes, or to act or purport to act on behalf of Lyons College without proper authority
- To introduce any form of software virus or malware onto computers, laptops, tablets, mobile phones or the network
- Copy or distribute Lyons College material (including course materials and assessments) without express written consent from Lyons College

Users are expected to utilise Resources in an appropriate and safe manner. Users are required to use or treat the Resources in a manner that does not damage or impair the Resources. Users are also required to consider their safety and the safety of others when utilising resources and must not utilise Resources if there is a safety concern.

Lyons College may conduct audits to ensure Users are not breaching this Policy. Audits may include using login and access data, closed circuit television videos or other means to determine if the Policy has been breached.

IMPORTANT NOTIFICATION FOR USERS

By utilising Resources, Users are consenting to Lyons College monitoring that use.

By utilising Email, Users understand that Lyons College retains the ownership and rights of all emails.

Lyons College may seek to recover costs where Users have caused damage through the inappropriate or reckless use of Resources.

Bullying, Harassment and Discrimination Policy

Purpose

This Policy sets out how Lyons College views bullying and harassment.

Scope

This Policy applies to all staff, students, contractors or visitors at Lyons College.

Definitions

Bullying means repeated and unreasonable behaviour directed towards a person or a group of people that creates a risk to health and safety. The act of Bullying causes the recipient/s a sense of intimidation, fear, offence and/or humiliation, irrespective of the intention of the person/people committing the Bullying.

Bullying can include a range of behaviours over time. Bullying can be carried out verbally, physically or in writing (for example, via email, internet chat rooms, instant messaging, social media and mobile phone technologies such as text messaging and messaging apps).

Discrimination means when a person or group of people are treated differently or unfairly because they belong to a particular group with particular characteristics. In Australia it is unlawful to discriminate on the basis of the following characteristics:

➤ Age	➤ Disability	➤ Industrial activity
➤ Employment activity	➤ Marital status	➤ Physical features
➤ Political belief or activity	➤ Gender identity	➤ Religious belief or activity
➤ Pregnancy	➤ Irrelevant criminal record	➤ Breast feeding
➤ Sex	➤ Sexual orientation	➤ Social origin
➤ Parental status or status as a carer	➤ Race (including colour, nationality, ethnicity and ethnic origin)	➤ Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the previous attributes

Harassment means unwelcomed, unsolicited or unreciprocated behaviour which makes a person feel sexualised, intimidated, offended, or belittled. Harassment is a form of unlawful discrimination. Harassment based on sex, race, or disability is also unlawful under Commonwealth laws and harassment such as physical assault can be a criminal offence.

Policy

All staff, students, contractors or visitors at Lyons College have a right to an environment free from Bullying, Harassment or Discrimination while engaging in their work or academic endeavours. Lyons College does not condone or accept any form of Bullying, Harassment or

Discrimination. Any allegations of Bullying, Harassment or Discrimination will be investigated and the appropriate action taken.

This Policy outlines how Lyons College will uphold its responsibility to students, staff contractors and visitors to ensure that they are not subject to any form of Bullying, Harassment or Discrimination. The Policy also outlines how Lyons College will deal with any allegations of Bullying, Harassment or Discrimination.

Lyons College wishes to highlight that a person may feel that they are a victim of Bullying, Harassment or Discrimination, even if it was not the intention of the person who allegedly committed the act.

Bullying

Examples of what would be considered Bullying includes, but is not limited to:

- Intimidation;
- Threats or threatening remarks or gestures;
- Verbal abuse, including yelling, screaming or offensive language;
- Excluding or isolating people from workplace or teaching activities;
- Constant unreasonable and unconstructive criticism;
- Deliberately excluding, isolating or alienating someone;
- Placing unreasonably high work or academic demands on one person but not others;
- Undermining responsibility;
- Withholding information essential to do a task properly;
- Spreading malicious rumours;
- Cyber bullying;
- Physical violence or abuse;
- Interfering with personal property or work equipment

Examples of what would not be considered Bullying:

- Expressing differences of opinion in an appropriate manner;
- Requiring students to perform a task or assessment which is reasonable and places the same demands on all students;
- Giving lawful and reasonable instructions to employees;
- Exercising reasonable supervision of an employee;
- Reasonable performance or behavioural counselling in the right forum and in an appropriate manner;
- Allocating work in accordance with operational or business needs;
- Legitimate disciplinary action.

Harassment

Examples of what would be considered Harassment, incorporating sexual harassment, includes, but is not limited to:

- Uninvited and unreciprocated physical contact;
- Persistent following (stalking);
- Persistent verbal abuse or threats;
- Persistently disrupting someone's work, work space, equipment or interfering with their personal property;
- Jokes, derogatory or dismissive comments;
- Gestures that are insulting or belittling;
- Circulating, displaying written or pictorial material that is offensive or belittling;
- Sexual jokes, offensive telephone calls and email messages, displays of obscene or pornographic photographs, pictures, posters, screen savers and internet sites, reading matter or objects;
- Suggestive looks implying a sexual interest;
- Sexual propositions or persistent requests for dates;
- Making promises or threats in return for sexual favours;
- Unwelcome or improper remarks or insinuations about a person's sex life or private life;
- Suggestive comments about a person's appearance or body;
- Leering, wolf whistles, catcalls, obscene gesture;
- Indecent exposure;
- Requests for sex;
- Sexually explicit conversation, insults, taunting or comments.

Discrimination

Examples of what would be considered Discrimination includes, but is not limited to:

- Treating someone differently because of their sexual orientation;
- Giving a student a higher mark because their parents are influential political figures;
- Not promoting a staff member because they may be pregnant or breastfeeding;
- Stereotyping, belittling or treating someone differently because of their ethnic background;
- Making fun of someone due to a physical attribute or disability;
- Giving a larger workload to someone because they are single.

Reporting, Investigations and Outcomes

All reported allegations of Bullying, Harassment or Discrimination will be investigated in accordance with the Bullying, Harassment and Discrimination Procedure.

Lyons College will treat all reported allegations of Bullying, Harassment or Discrimination seriously and impartially. The consequence of breaching this Policy will depend on the seriousness of the case. Outcomes may include, but are not restricted to the following:

- Action to redress the breach of this Policy;
- Requiring an apology to the affected person or persons;
- Providing mediation between the parties, if both parties agree to mediation process and to the mediator;
- Providing targeted training regarding prevention of unacceptable behaviours;
- Offering support to the person making the complaint;
- Offering support to the person against whom the complaint is made;
- Disciplinary action, up to and including dismissal or expulsion of the person found in breach of this Policy; and
- Disciplinary action, up to and including dismissal or expulsion of the person making a complaint of a Breach of this Policy if, after investigation, the complaint is found to have been malicious or vexatious.

Disciplinary action may be taken against anyone who retaliates against a person who has made a complaint.

Code of Conduct

Purpose

This Policy sets out the conduct and behaviour which is expected by Lyons College of all staff, students, contractors, volunteers and visitors.

Scope

All Lyons College staff, students, contractors, volunteers and visitors.

Policy

All staff, students, contractors, volunteers and visitors at Lyons College are expected to adhere to minimum standards of behaviour. There are explicit agreements between Lyons College and the staff, students, contractors and volunteers which include adherence to all relevant Policies, legal obligations and regulatory requirements.

Visitors brought to the Lyons College campus by staff, students, contractors and volunteers are expected to adhere to the same requirements. It is the responsibility of the anyone who invites or accompanies any visitors to the Lyons College campus to ensure that their visitor acts appropriately and adheres to the required expectations of behaviour.

In particular, the expectation is that:

- staff, students and contractors must act in an ethical manner
- students attend their scheduled classes
- students undertake their academic work diligently, with integrity and honesty
- students do not engage in plagiarism, cheating (including “contract cheating”), collusion and any other form of academic misconduct
- students do not behave in a manner which is disruptive to classes or the learning environment
- staff, students, contractors, volunteers and visitors do not engage in any form of discrimination, harassment, victimisation or bullying including online and in any virtual environment
- staff, students, contractors, volunteers and visitors do not act in a manner which places others at risk or danger
- staff, students, contractors, volunteers and visitors must immediately report any issues or abuse of anyone under the age of 18
- staff, students, contractors, volunteers and visitors do not perform acts which are illegal
- staff, students, contractors, volunteers and visitors must not attend the campus if they are under the influence of alcohol or illicit drugs
- no smoking is permitted on campus or the building

Any breach of this Policy, any other Policy, legal obligation or regulatory requirement relating to behaviour or conduct may result in disciplinary action.

Any disciplinary action will be outlined in the related Policy and Procedure, which the action or actions has breached.

Credit and Recognition of Prior Learning Policy (HE)

Purpose

This Policy sets out how Lyons College will deal with students who apply for Credit or Recognition of Prior Learning towards any higher education course offered by Lyons College.

Scope

Any student or prospective student who applies for Credit or Recognition of Prior Learning for a higher education course, Administration staff and academic staff who are authorised to grant Credit or to Recognise Prior Learning.

Definitions

These definitions are taken from AQF Glossary of Terminology in the *Australian Qualifications Framework Second Edition January 2013*.

AQF Qualification is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit 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 Arrangements are formal negotiated arrangements within and between issuing organisations or accrediting authorities and are about student entitlement to credit. They may also be formal arrangements made between issuing organisations and students

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

Learning Outcomes are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary)

Policy

Lyons College acknowledges that students and prospective students may have completed previous studies or gained work experience prior to commencing their studies at Lyons College. Successful completion of previous studies and work experience may be used to demonstrate Australian Qualification Framework (AQF) equivalency towards being awarded an AQF Qualification.

General Principles

Any student may apply for Credit or RPL towards a higher education course of study. Lyons College may grant Credit or RPL if a student can demonstrate that they have successfully completed (or successfully completed components of) an AQF Qualification elsewhere.

Applications for Credit or RPL must be made in writing and be in the form set out in the *Credit and Recognition of Prior Learning Procedure*. Applications for Credit or RPL must be evidenced by certified copies of a student's record of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other relevant evidence.

Lyons College will not grant more than 50% Credit or RPL towards any higher education course of study. This means that a student must successfully complete at least half of their studies at Lyons College to receive the AQF Qualification conferred by the course offered by Lyons College.

Credit and RPL for Other AQF Qualifications or Awards

Credit and RPL will only be granted where the student has successfully completed (or successfully completed components of) an AQF Qualification in the last ten (10) years. Any records of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other evidence must be dated within ten (10) years of the application for Credit or RPL.

If Credit Arrangements exist (including articulation agreements), the student will need to provide certified documented evidence demonstrating what units they have successfully completed at the previous provider. If Credit Arrangements exist, Administration staff are able to process the Credit Transfer subject to this Policy and in line with the Credit and Recognition of Prior Learning Procedure.

Where no Credit Arrangements exist (including articulation agreements), the student applying for Credit or RPL must demonstrate how they have achieved the learning outcomes for the units they are seeking exemption from.

Students will need to provide documented evidence of the learning outcomes for any units that they are applying Credit or RPL for. The student will need to show how those achievements demonstrate that they meet the learning outcomes for the units of study offered at Lyons College. The onus of mapping the learning outcomes lies with the student.

Credit and RPL for Work Experience

Lyons College acknowledges that granting RPL for work experience is difficult and without a proper documented framework, outcomes could be subjective and inconsistent. Another difficulty is that the process would need to demonstrate how work experience satisfies the learning outcomes leading to an AQF Qualification and the evidentiary requirements would be extremely high.

Without a proper framework which is applied consistently, there is a risk that granting RPL for work experience could diminish the integrity of a course. For this reason, Lyons College will not grant Credit or RPL for work experience. This Policy position may be reviewed and changed in the subject to approval from the Academic Board.

Credit and Recognition of Prior Learning Procedure (HE)

Purpose

This Procedure sets out how Lyons College will deal with students who apply for Credit or Recognition of Prior Learning towards any higher education course offered by Lyons College.

Scope

Any student or prospective student who applies for Credit or Recognition of Prior Learning for a higher education course, Administration staff and academic staff who are authorised to grant Credit or to Recognise Prior Learning.

Definitions

These definitions are taken from AQF Glossary of Terminology in the *Australian Qualifications Framework Second Edition January 2013*.

AQF Qualification is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF

Block Credit is credit granted towards whole stages or components of a program of learning leading to a qualification.

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit 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 Arrangements are formal negotiated arrangements within and between issuing organisations or accrediting authorities and are about student entitlement to credit. They may also be formal arrangements made between issuing organisations and students

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

Learning Outcomes are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary)

Procedure

A course that leads to a Lyons College Bachelor award or degree is an academically coherent and cumulative program of specific units that contribute to the acquisition of knowledge, skills and other learning outcomes, including the development of Lyons College graduate attributes. The granting of credit must support the educational objectives of Lyons College.

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on equivalence in content and learning outcomes between matched qualifications as determined by AQF.

General Procedure

Any student may apply for Credit or RPL towards a higher education course of study. Lyons College may grant Credit or RPL if a student can demonstrate that they have successfully completed (or successfully completed components of) an AQF Qualification elsewhere.

Applications for Credit or RPL must be made in writing and be in the form set out in this Procedure. Applications for Credit or RPL must be evidenced by certified copies of a student's record of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other relevant evidence.

Lyons College will not grant more than 50% Credit or RPL towards any higher education course of study. This means that a student must successfully complete at least half of their studies at Lyons College to receive the AQF Qualification conferred by the course offered by Lyons College.

Granting of Credit or RPL will be at the discretion of the Dean or Course Coordinator for the relevant higher education course of study. In assessing and application for granting of Credit or RPL, the Dean or Course Coordinator must take into account the admissions criteria for the course, as well as ensuring that if granted, the student has the capacity to complete the course.

Lyons College does not currently have any Credit Arrangements or formal articulation agreements in place for higher education courses of study. For this reason, no Block Credit will be granted at this stage.

Credit and RPL for Other AQF Qualifications or Awards

Credit and RPL will only be granted where the student has successfully completed (or successfully completed components of) an AQF Qualification in the last ten (10) years. Any records of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other evidence must be dated within ten (10) years of the application for Credit or RPL.

Applications for Credit or RPL must be made writing to the relevant Course Coordinator using the *Application for Credit or RPL Form* (see page 3). Applications must also be accompanied by certified copies of the student's record of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other relevant evidence.

Once the completed *Application for Credit or RPL Form* and supporting evidence has been provided the Dean or Course Coordinator will determine if and how much credit is granted to the student.

Units which Credit may be granted for the Bachelor of Accounting

The below table details which units students are able to apply for credit or RPL for in the Bachelor of Accounting course:

	Year 1	Year 2	Year 3
Semester 1	ACC101 Principles of Accounting YES	LAW202 Corporations Law Only with Dean's Approval	ACC306 Auditing and Assurance NO
	BUS101 Business Communications YES	FIN201 Corporate Finance Only with Dean's Approval	BUS303 Business Ethics and Corporate Governance NO
	ECO101 Principles of Economics YES	ACC204 Financial Accounting and Reporting Only with Dean's Approval	Elective 2 NO
	MGT101 Managing Organisations YES	ICT201 Business Information Systems YES	Elective 3 NO
Semester 2	LAW101 Business Law YES	LAW203 Taxation Law Only with Dean's Approval	ACC307 Accounting Theory and Contemporary Issues NO
	BUS102 Business Statistics YES	FIN202 Financial Instruments and Markets Only with Dean's Approval	ACC308 Accounting Analysis and Business Valuation NO
	ACC102 Accounting Information Systems Only with Dean's Approval	ACC205 Corporate Accounting Only with Dean's Approval	BUS304 Integrative Group Project NO
	ACC103 Cost and Management Accounting Only with Dean's Approval	Elective 1 NO	Elective 4 NO

Limits to Granting of Credit

	Maximum Credit Granted	Maximum Number of Units Granted
VET Diploma (AQF Level 5)	33%	8 Units
HE Diploma (AQF Level 5)	33%	8 Units
VET Advanced Diploma (AQF Level 6)	50%	12 Units
HE Associate Degree (AQF Level 6)	50%	12 Units
HE Bachelor's Degree (AQF Level 7)	50%	12 Units

Forms of Credit

Credit outcomes are expressed as specified credit and unspecified credit.

- **Specified credit** is credit granted towards a specific unit in a higher education course. Specific credit may be granted for a particular unit which aligns to unit offered at Lyons College. The alignment is based on mapping course content, learning outcomes and assessments. When making credit decisions, Lyons College will seek to allocate specified credit where possible.
- **Unspecified credit** is credit granted where only the credit point value and the unit level are identified. Unspecified credit may be granted to students who have completed an AQF qualification which aligns with the Lyons College's Graduate Attributes, Course Learning Outcome and Unit Learning Outcomes the course they are applying for.

Credit Assessments

Granting of Credit or RPL will be assessed on the equivalence of the content and the Learning Outcomes between the prior learning and any Lyons College unit(s). Granting of Credit or RPL is subject to the limits on credit.

The Dean or Course Coordinator must demonstrate that at least 80% of the Learning Outcomes of a Lyons College unit have been met to grant Credit or RPL. For this reason, they must map the Learning outcomes of the prior study to the Lyons College units.

In the granting of Credit or RPL, the Dean or Course Coordinator must ensure that all the requirements of the higher education course are fulfilled. The Dean or Course Coordinator must also ensure that other relevant matters, such as professional accreditation requirements, are taken into account.

Equivalence of unit content and Learning Outcomes is measured by the volume, depth and breadth of content and assessment requirements between the previous successfully completed component of study and the Lyons College unit.

A near pass grade or conceded pass at another institution may not be considered successful completion and may not be considered for credit or exemption. In this circumstance, the Dean or Course Coordinator must take into account the students capacity to successfully complete the course at Lyons College, and if there is a risk to the integrity of the course by granting Credit or RPL in this instance.

Partial credit for Lyons College units will not be granted. No RPL or Credit will be granted for third year units. Credit will not be granted for elective units. Credit will not be granted for units which have a prerequisite unless approved by the Dean.

The Dean will specify which units are exempt from credit and take into account credit for a course to fulfil professional accreditation requirements.

The Dean is responsible for approving articulation and credit transfer agreements with other education providers.

Credit and RPL Process

1. Student applies for Credit or RPL

Student completes the *Application for Credit or RPL Form* and provides supporting documents. The student will need to provide:

- certified copies of their record of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other relevant evidence
- an explanation of what the results mean (usually found on the back of the transcript)
- an extract from the handbook, detailing the course structure and credit points (or equivalent weighting of the course)
- a unit syllabus including the assessment requirements for each unit seeking credit

2. Assessment of Application

Once the Dean or Course Coordinator has received the completed *Application for Credit or RPL Form* and supporting document, they will use the assessment criteria set out in this Procedure to determine if Credit or RPL is granted. While we endeavour to assess applications in a timely manner, the process may take up to thirty (30) business days.

3. Recording Decision and Informing Student

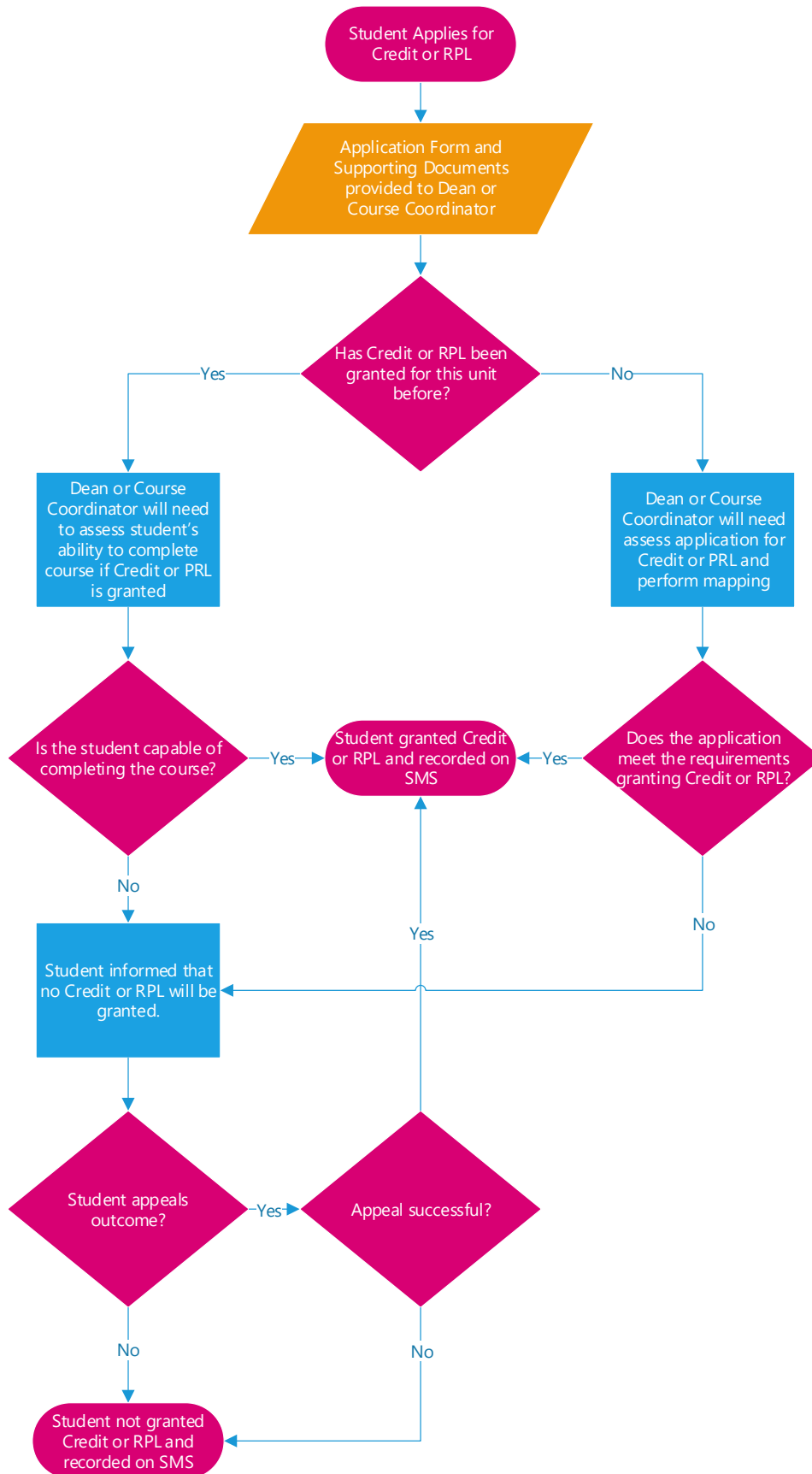
If the Dean or Course Coordinator assesses that Credit and RPL will be granted, they will need to demonstrate and document the mapping for any credit granted. The student will be informed in writing within five (5) business days of how much credit will be granted. This will be recorded in the student management system (SMS).

If the Dean or Course Coordinator assesses that Credit and RPL will not be granted, the student will be informed in writing. This will be recorded in the SMS.

4. Appeals

If the student is not satisfied with the decision, they can request a review under the Student Complaints and Appeals Policy and Procedure. Any application for review must be lodged within 10 business days of the student being informed of the decision. Review applications and outcomes will be recorded on the SMS.

Credit and RPL Procedure Flowchart



Application for Credit or RPL Form

Instructions to Students

The Recognition of Prior Learning (RPL) process allows students to apply for credit or exemptions from specific units within Lyons College's higher education courses. Lyons College will only grant Credit or RPL where the student has completed (or successfully completed components of) an AQF Qualification elsewhere.

Students are required to provide evidence that they have achieved at least 80% of the Learning Outcomes of a unit for Credit or RPL to be granted. No Credit or RPL will be granted for third year units, or units where prerequisite units are mandatory.

How to complete this application

For an application for Credit or RPL to be progressed, you must:

- complete this Application Form and signed the declaration.
- provide evidence as required

Evidence required

Students must provide:

- certified copies of your record of results, transcript of results, academic transcript, record of achievement, statement of results, testamur or other relevant evidence
- an explanation of what the results mean (usually found on the back of the transcript)
- an extract from the handbook, detailing the course structure and credit points (or equivalent weighting of the course)
- a unit syllabus including the assessment requirements for each unit seeking credit

How will my application be assessed?

Applications are reviewed by the Dean or Course Coordinator in accordance with the *Credit and RPL Policy and Procedure*. You will be advised in writing of the decision within five (5) business days of a decision being made. While we endeavor to assess applications in a timely manner, the process may take up to thirty (30) business days.

Application guidelines

Applications must be lodged at least two weeks prior to the commencement of any affected units.

Students can only apply for RPL at the beginning of their program. RPL applications received by current students that have started their program or for units already attempted will be rejected.

Students may be charged a fee for RPL. Please ask Student Administration for information.

Rules for exemptions

- The maximum Credit or RPL granted will be 50% of the course.
- There must be evidence of a minimum of 80% coverage of Learning Outcomes for an exemption to be granted.
- Previous achievement of qualifications through exemptions, Credit or RPL are not considered under this process.
- Credit and RPL will only be granted where you have successfully completed (or successfully completed components of) an AQF Qualification in the last ten (10) years.

Examples of approved study

Qualifications from accredited Australian higher education providers or equivalent overseas institutions as assessed by Australian Education International — National Office of Overseas Skills Recognition (AEI — NOOSR) in disciplines of finance, commerce, business, economics, accounting, law, or a combination of these.

Please note: While Lyons College takes every effort to ensure that exemptions for accounting units meet the criteria of professional accounting bodies (CA ANZ, CPA Australia, ICMA and ICAA), it is up to the discretion of the professional accounting bodies whether to accept any exemptions granted by Lyons College. Lyons College encourages students applying for exemptions for accounting units to seek advice from the relevant professional accounting body prior to applying for an exemption.

Application for Credit or RPL Form

Student Details				
Student ID		Title		
Surname		Date of Birth		
First Name		Nationality		
Contact Details				
Email Address				
Mobile Phone		Home Phone		
Home Address				
Number and Street				
Suburb		State		
Postcode		Country		
Course Details for Credit or RPL Request				
Name of Course				
Course Code				
List of Lyons College Units where Credit or RPL is sought				
Unit Code	Name of Unit	Approved (Office Use Only)		
		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Prior Study				
Name of Institution	Course	Details of Study	Results	Completed
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
Student Declaration				
<input type="checkbox"/> I have read the Credit and RPL Policy and Procedure and understand them. <input type="checkbox"/> I have read the instructions provided on this Application Form and supplied all required evidence. <input type="checkbox"/> The information I have provided in this Form is true and correct to the best of my knowledge. I acknowledge that the provision of incorrect information may result in my application being rejected <input type="checkbox"/> I have not sent any original documentation, but I have sent certified copies of originals. I understand that Lyons College will retain all documents lodged in this application. <input type="checkbox"/> I am aware that I may be charged a fee for processing this application, but Lyons College will inform of this me prior to commencing the assessment.				
Signature (Student)			Date:	

Critical Incidents and Business Continuity Policy

Purpose

This Policy sets out how Lyons College will deal with critical incidents how to manage business continuity if there is an event which disrupts operations.

Scope

This Policy applies to all Lyons College students, staff, contractors, volunteers and visitors.

Policy

Lyons College considers “Critical Incident” to mean a traumatic event or occurrence which disrupts or has the potential to cause harm to staff, students or the operations of Lyons College in any way. A Critical Incident can occur on or off campus and may occur outside of Australia.

Under the *Education Services of Overseas Students Act 2000* and associated *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, Critical Incident is defined as:

A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Lyons College views the management of Critical Incidents as part of the Risk Management Framework, particularly by having major Critical Incidents included in the Risk Register. Lyons College also has a Critical Incidents and Business Continuity Plan which sets out the actions that need to be taken if certain Critical Incidents occur.

This policy is designed to ensure the safety of students, staff and any visitors to our campus and to enable Lyons College to ensure continued operations in the event of a Critical Incident occurring.

Types of Critical Incidents include, but are not limited to:

- Events causing serious injury or death to staff, students or visitors
- Any event causing serious injury or death to others which affects students and/or staff
- Sudden or unexpected death or suicide of a student or staff member
- Violence or threats of violence
- Actual or threats of physical or sexual assault
- Missing or abducted students and staff
- Risk of serious or life-threatening infection
- Accident or incident on campus causing death or injury
- Flooding, electrical issues or other building related events
- Natural disasters on or near campus
- Fire, explosion or bomb threats on or near campus

- Terrorist attack on or near campus
- Serious traffic accidents

A Critical Incident could also include any of the above when it occurs to outside of Australian and affects an international student.

Risk Mitigation

Lyons College will have Risk Mitigation strategies in place as part of the Risk Management Framework, which will appear in the Risk Register. Lyons College will also have evacuation plans in place and ensure that they are visible and accessible to students, staff and visitors. The Health and Safety Policy (Staff and Student) will also provide a framework for safety on campus.

Lyons College will have a contact list for Critical Incident management purposes. The list will include contact details for:

- Emergency Services
- Local Authorities and Local Government
- Expert medical advisors
- Interpreter Services for non-English speakers
- Grief and/or trauma counselling services
- Religious or spiritual leaders
- Insurance providers who Lyons College has Policies with
- Consular or Embassy contacts for all international students and/or staff

Critical Incident Reporting

All Critical Incidents must be reported. Lyons College will establish and maintain a Critical Incidents Register. Lyons College will retain the Critical Incidents Register for a minimum of 10 years after the Critical Incident occurrence or the staff or student no longer at Lyons College, whichever is longer. The Critical Incident Register must include following information at a minimum:

- Date of the Critical Incident
- Location of the Critical Incident
- The nature and details of the Critical Incident
- The names and details of all students, staff or visitors impacted by the Critical Incident
- The impact of the Critical Incident
- If the Critical Incident was reported to the authorities, the details of who it was reported to and when it was reported along with any reference numbers
- Details of any remedial action taken as a consequence of the Critical Incident
- Details of insurance claims as a result of the Critical Incident

- The outcome and conclusion of any remedial action taken as a result of the Critical Incident
- Any other relevant information or detail

Course Teach Out

Lyons College will ensure that appropriate arrangements are in place for the teach out of students if a course is discontinued for any reason.

Course Discontinuation initiated by Lyon College

In the event that Lyons College decides to discontinue an accredited course while students are still enrolled in the course, the following procedure will be undertaken:

1. The discontinuance of an accredited course must be approved by the Board on the recommendation of the Academic Board through a Discontinuation Proposal
2. Once approved by the Board, publicly available information regarding the accredited course being discontinued must clearly articulate that no further enrolments are available for this course. All marketing material will also reflect that this course is no longer available
3. No further enrolments will be allowed in the discontinued course once the Discontinuation Proposal is approved by the Board
4. A teach out plan must be approved by the Academic Board to ensure fair and equitable options are available for students currently enrolled to complete the course
5. Affected students are notified as per the Teach Out Plan of the course discontinuance, the timeline of teach out and their options to complete the course
6. Affected students should be notified at least 1 semester prior to the implementation of a Teach Out Plan
7. In the case where affected students are unable to complete their course of study through a Teach Out Plan, contingency arrangements will be made
8. In the case where affected students are unable to complete their course of study through a Teach Out Plan, contingency arrangements will be made through the Tuition Protection Service (TPS) framework to ensure that students are able to transition into the equivalent course at another provider.

In the event that Lyons College discontinues an accredited course, the Academic Board will recommend a Discontinuation Proposal is presented to the Board of Directors for approval. The Discontinuation Proposal will include:

- The reasons for discontinuing the course
- The Teach Out Plan
- Any impact on stakeholders
- The strategic and operational consequences
- Any financial impacts

The Board, in assessing this recommendation from the Academic Board, will consider whether the proposal and teach out plan is fair and equitable for affected students and does not unfairly disadvantage affected students from completing the course.

Course Discontinuation initiated by TEQSA

TEQSA may make a regulatory decision to discontinue an accredited higher education course offered by Lyons College. If this occurs, the following will apply:

- i. If appropriate, a Teach Out Plan must be developed and approved by the Academic Board. This will be in line with any regulatory decision made by TEQSA
- ii. Affected students are notified of the Teach Out Plan, the timeline of teach out and their options to complete the course
- iii. Affected students should be notified as soon as reasonably possible of the discontinuance of the course and provided the Teach Out Plan
- iv. In the case where affected students are unable to complete their course of study through a Teach Out Plan, contingency arrangements will be made through the Tuition Protection Service (TPS) framework to ensure that students are able to transition into the equivalent course at another provider.

Teach Out Plan

A Teach Out Plan must include:

- The number of students involved over the teach out period
- The proposed duration of the teach out period. The teach out period should be no longer than 2 years.
- How Lyons College will monitor the progress of students over the teach out period to ensure students will complete in time
- Details of the arrangements made for students to complete their course
- Communication with students: how and when information will be communicated; content of communication; arrangements for ongoing communication throughout the teach-out period

Transition Arrangements

If a Teach Out Plan is not appropriate or unfairly disadvantages the student when discontinuing a course, then a transition arrangement will be made with a similar provider delivering the equivalent or similar course.

Lyons College should have arrangements in place for students to transition into the same or similar course with an appropriate provider. Where possible, formal agreements should be entered into with other providers for these transitional arrangements.

Critical Incidents and Business Continuity Plan

Lyons College will develop a Critical Incidents and Business Continuity Plan. The Plan will outline the steps taken in the event of certain Critical Incidents occurring. The Plan will also

provide details of who will be responsible for certain actions in the case of a Critical Incident occurring.

Annual safety review – Lyons will carry out a review of the procedures and general safety of its operations to ensure staff and student safety. Further, Lyons College will ensure it carries out random annual fire and evacuation drills to minimise the loss of life or injury in the case of evacuation need.

Diversity and Equity Policy

Purpose

This Policy sets out how Lyons College ensures the recognition and accommodation of student diversity to create equivalent opportunities for academic success regardless of a student's background.

Scope

This Policy applies to all Lyons College staff and all students.

Policy

Lyons College acknowledges and embraces the diversity of students and staff and understands that different students require various levels of support and assistance. Lyons College will provide support to students to assist them in achieving success in their academic endeavours as outlined in the *Student Support, Welfare and Wellbeing Policy* and the *Course Progression and At Risk Student Policy*.

This Policy is centred around ensuring that any student, regardless of socioeconomic, educational, religious or cultural backgrounds, and regardless of having a mental or physical condition or disability, are afforded the same opportunity to succeed in their academic endeavours.

The key principles of this Policy are:

1. All students will be treated equally, regardless of their background;
2. Every student will be afforded the opportunity to succeed with their academic endeavours;
3. Where a student has been identified as requiring it, reasonable adjustments will be made to provide them the best opportunity to succeed with their academic endeavours;
4. People of Aboriginal and Torres Strait Island background will be encouraged to apply for admission and may be provided special consideration under the *Aboriginal and Torres Strait Islander Peoples Framework Policy*;
5. All students will be provided support when needed to give them the best opportunity to succeed in their academic endeavours; and
6. Policies, Procedures, pedagogy, teaching methods, support strategies and other mechanisms for the promotion of equity amongst student cohorts will undergo continuous improvement.

Lyons College will achieve these principles by:

- Having an *Admissions Policy and Procedure* that reflects that special consideration that is given to applicants from under represented or disadvantaged backgrounds, including people of Aboriginal and Torres Strait Islander background;
- Having a *Teaching and Learning Policy and Plan* that takes into account any requirements and adjustments that students from under represented or disadvantaged backgrounds might need;
- Having a *Course Progression and At Risk Student Policy and Procedure* and *Student Support, Welfare and Wellbeing Policy and Procedure* that ensure students identified as coming from under represented or disadvantaged backgrounds are given the opportunity to succeed in their academic endeavours; and
- Monitoring and reporting of student participation, progression, retention, attrition and completion for cohort subgroups identified as coming from under-represented or disadvantaged backgrounds, with findings and recommendations made to improve outcomes.

Feedback Policy and Procedure

Purpose

This Policy sets out how Lyons College will collect, collate and analyse feedback from students, staff and other stakeholders.

Scope

This Policy applies to all Lyons College students, staff, volunteers and contractors.

Policy

The purpose of this Policy is to provide a framework for collecting, collating and analysing feedback. This will inform Lyons College on areas for continuous improvement as well as highlight areas where Lyons College is performing well.

Lyons College is committed to establishing and maintaining an effective feedback system for open and transparent communication between all staff, students and other stakeholder groups. This feedback will be utilised to ensure Lyons College maintains a high standard of educational programs including teaching and learning and supporting staff and students.

Stakeholders include:

- current students;
- current staff;
- alumni;
- industry partners;
- academic peers;
- community groups; and
- any other interest groups.

Policy principles

Lyons College feedback activities ensure the following:

- all stakeholders have the ability and opportunity to provide feedback;
- feedback can be provided by individuals of their own volition or in response to requests from Lyons College;
- individual's privacy and the protection of stakeholders' privacy is of paramount concern;
- feedback processes will be systematic, rigorous and respectful of the rights of students, staff and other stakeholders;

- feedback responses will be considered and, where appropriate, acted on a timely manner; and
- mechanisms for providing feedback will vary depending on the needs of Lyons College and stakeholder groups.

Procedure

Sources of feedback

Lyons College recognises that feedback may be provided in various manners. These include receiving feedback via:

- email;
- telephone;
- paper surveys;
- online surveys;
- in person;
- in class; and
- forums and other informal mechanisms.

Stakeholder Initiated Feedback

Feedback initiated by the stakeholder may be received in the following ways:

- email, phone or written correspondence;
- the “contact us” page on the website;
- comments or directions from members of the Lyons College Board and Committees;
- audits and reports, initiated by governing, regulating, accrediting or professional bodies; and
- informal discussion with a Lyons College staff member.

Complaints are addressed in accordance with the Staff Complaints and Appeals Policy and Student Complaints and Appeals Policy.

Lyons College Initiated Feedback

Stakeholder feedback may be initiated by the College in the following ways:

1. Student Feedback Form

- at the end of each semester or teaching period, all academic staff must ensure that their students have been invited to complete the Student

Feedback Form. This should be completed no later than two weeks after the end of semester or training period;

- a core set of questions will form the basis of the Student Feedback Form to systematically evaluate learning and teaching across all Lyons College courses of study. This will include questions regarding students' experience, resources available, curriculum material, assessment and other broader study experience areas: and
- Academic staff will have the opportunity to review feedback on their teaching with the view of improving the quality of teaching and learning.

2. Student Surveys

- For higher education, this includes the Quality Indicators for Learning and Teaching (QILT) surveys:
 - ◆ Student Experience Survey (SES);
 - ◆ Graduate Outcomes Survey (GOS); and
 - ◆ Employer Satisfaction Survey (ESS).
- For VET, this includes the VET Learner Survey.

3. Staff Feedback

Lyons College empowers staff members to provide feedback on all aspects of College life through:

- staff meetings (formal and informal);
- Staff Satisfaction Surveys;
- Annual Performance Appraisals;
- staff newsletters/bulletins/announcements; and
- representation on appropriate governing boards and committees.

4. Stakeholder Feedback

- feedback is also sought from other Lyons College stakeholders, including alumni, enquirers, industry partners, academic peers, community groups and other groups for specific purposes using methods appropriate for the specific feedback sought;
- this data will inform the processes of continuous quality improvement and future development.

5. Course Advisory Committee and Industry Advisory Committees

- The task of the Course Advisory Committee (CAC) and various Industry Advisory Committees (IAC) is to provide industry feedback

on the College's operations and training and educational products and services. Members include external industry representatives.

Utilising feedback

Student and stakeholder feedback will be used by Lyons College to:

- inform Lyons College on staff performance;
- inform Lyons College on organisational performance;
- improve the delivery of courses of study through the Course Review, Quality Assurance and Continuous Improvement Procedure;
- enhance design and development processes for higher education and VET courses;
- motivate and support the scholarship of teaching;
- improve the learning resources, facilities, equipment and services; and
- inform professional development programs.

Reporting on feedback

Lyons College staff will engage with and report on stakeholder feedback and will undertake improvement planning on the basis of such feedback. This will include:

- reports on the results of stakeholder feedback being distributed to staff with responsibility for improving student experience;
- staff being consulted and informed about the use and dissemination of student and stakeholder feedback;
- stakeholders be informed of changes made to courses of study and subjects on the basis of feedback received; and
- reporting to Board, Academic Board, Audit and Risk Committee and Learning and Teaching Committee at least once every six months.

Freedom of Intellectual Inquiry Policy

Purpose

This Policy sets out Lyons College's commitment to the freedom of intellectual inquiry.

Scope

This Policy applies to all staff and students of Lyons College.

Policy

All academic staff and students at Lyons College have a right to engage in free intellectual inquiry. Lyons College encourages academic staff and students to actively engage in free intellectual inquiry.

Lyons College encourages students to explore alternate ideas and theories. Students should critically question teachings where they believe alternate arguments based on evidence exists. Students are also encouraged to engage in debate with academic staff and other students which creates robust discussion and the sharing of thoughts and experiences.

Lyons College strongly encourages academic staff to actively engage in free intellectual inquiry. Academic staff are also encouraged and supported in pursuing professional development and scholarly activity. This Policy allows academic staff the right to:

- pursue critical and open inquiry and to discuss freely, teach, assess, develop curricula, publish and research in their area of discipline
- engage in scholarly activity which enables them to maintain knowledge of current developments within their area of discipline
- encourage and engage in critical and independent thinking amongst peers and students
- pursue, generate and transmit knowledge through research, study, discussion, writing and publication
- publicly debate and express opinions about issues and ideas related to their area of discipline
- participate in professional and representative bodies
- voice alternate views or opinions based on evidence or sound theories respectfully and without harassment or vilification of others

HE Admissions Policy

Purpose

This Policy sets out the requirements for the admission of students into higher education courses offered by Lyons College.

Scope

This Policy applies to all higher education courses of study offered by Lyons College.

Policy

Lyons College has an obligation to ensure that students have the best chance of success in their academic endeavours. To achieve this, Lyons College's admissions and enrolment processes must address the following key requirements:

- Minimum entry requirements for admission into each higher education course must be established to ensure students have the best chance of successful completion.
- Entry requirements for each higher education course must be determined by the LTC or Academic Board and are based on the student's knowledge and skills at the time of admission.
- Entry requirements for each higher education course are appropriate to commence and obtain the AQF level of the course.
- Admission processes are transparent, fair, consistent, and equitable.
- Admissions decisions must be flexible regarding the promotion of diversity and equity, taking into account students from a disadvantaged or underrepresented background as set out in the *Diversity and Equity Policy*.
- Admissions processes must ensure the accuracy and authenticity of all application documentation.
- Students must be at least 18 years of age upon course commencement.

1. General Admission Requirements

Applicants must meet all entrance requirements (except as otherwise provided for in this policy) in order to be eligible for admission. However, even if an applicant meets all these requirements, this does not necessarily guarantee admission.

Lyons College will require all applicants to verify certain details by providing original or certified copies of documents. At a minimum, the applicant must provide evidence of the following:

- their identity including their date of birth;
- their Citizenship;
- their Visa status (international students);
- any educational qualification or achievement required for admission; and
- English language proficiency (international students).

Applications will be received by direct entry, meaning all applications are to be made directly to Lyons College. Application due dates will be published on the Lyons College website. Applications received after the published due date may be accepted at the discretion of the Academic Manager or the Administration Manager.

2. Entry Requirements

To qualify for admission and enrolment into a higher education course offered by Lyons College, an applicant must meet all of the entry requirements for the course. These requirements will be published on the website and available in the Course Information Guide. Meeting all of the requirements does not guarantee entry.

An applicant may be required to attend in interview (via video conference if appropriate) depending on the circumstances. Applicants will be advised ten (10) business days prior to an interview if required.

3. Special Consideration for Admission

An applicant who does not meet the minimum entry requirements may be granted special consideration for admission. Special consideration may be approved by the CEO, Chief Operating Officer, the Academic Manager or the Administration Manager.

Special consideration may be granted for any of the following reasons:

- applicants with a disability;
- applicants with learning or language difficulties;
- applicants from a socioeconomic disadvantaged background;
- applicants of Aboriginal or Torres Strait Islander descent as outlined in the *Aboriginal and Torres Strait Islander Peoples Framework Policy*; and
- applicants who have suffered some other disadvantage to their ability to access education.

Applicants seeking special consideration will be required to provide information regarding the basis for special consideration and the support required to allow Lyons to determine the reasonable adjustment requirement to best support the applicant in their course of study where special consideration is granted.

4. Credit and Recognition of Prior Learning

Applications for course credit or Recognition of Prior Learning (RPL) should be made at the time of applying for a course. Any credit or RPL awarded will be subject to the Credit and Recognition of Prior Learning Policy. The outcome of the assessment should be included in the letter of offer.

5. Fees and charges (including withdrawal from Courses)

All courses carry with them fees. Prospective students are directed to the Student Handbook which outlines the fee structure relevant to any particular course. The Student Handbook also contains all relevant information regarding what and how fees are payable, potential changes

to fee structure, the procedure for applying for fee refund on withdrawal (if any). As a general rule, fees are not refundable other than in accordance with the respective Student Refund Policy.

6. Offers

A successful applicant will receive an offer of admission from Lyons College. Offers may be unconditional or conditional.

Unconditional Offer: the applicant meets all of the entry requirements and upon acceptance of offer can enrol and commence in the course

Conditional Offer: the applicant may or may not meet all of the entry requirements, and enrolment and commencement in the course are subject to certain conditions being met

7. Deferral

An applicant may decide to defer enrolment after a successful application. The deferment period cannot exceed one year. The Academic Manager will determine and communicate to the applicants the procedure, terms and conditions of any deferment.¹

8. Refusal of Admission and Appeals

If an application for admission is refused for any reason, the applicant may appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedure. Any refusal of admission will contain reasons for that refusal. The reasons will be of sufficient detail and clarity to allow the applicant to understand the basis of the refusal and to determine whether they wish to appeal it.

¹ Please refer to the *International Student Deferral, Suspension and Cancellation Policy and Procedure* for more details on deferrals.

HE Admissions Procedure

Purpose

This Procedure sets out the procedure for admission of students into a higher education course at Lyons College.

Scope

This Procedure applies to all higher education courses of study offered by Lyons College.

Admission Procedure

Unless expressly stated, this Procedure applies to both domestic and international applicants. The Lyons College Admissions Procedure involves the following steps:

- Expression of Interest and Application Submission.
- Application Assessment.
- Issuing a Letter of Offer and Student Agreement.
- Acceptance of Offer and Payment of Fees.
- Confirmation of Admission.

1. Expression of Interest and Application Submission

A prospective student will express interest in entering a course offered by Lyons College. They may do so via the website, by email, over the phone or in person at campus. The prospective student will be provided with all of the relevant information on the course and Lyons College or will be provided with a link where they can access this information.

If the prospective student wishes to proceed, they must complete an application form, provide the required documentary evidence and submit them to Lyons College.

2. Assessment of Application

A Lyons College Student Administration team member will assess the application submitted by the applicant. Student Administration will assess the application prior to admission of a student into a higher education course at Lyons College.

2.1 Is the application Complete?

Student Administration will first check for completeness which that consider the following:

- Does the application include all the applicants details?
- Are all fields of the application completed?
- Has the applicant attached all required documentation?

If no to any of the above, Student Administration must contact the applicant and request any outstanding information or documents and that the applicant needs to resubmit the complete application.

2.2 Does the application meet the entry requirements?

Each higher education course at Lyons College has course specific minimum entry requirements. If the application meets the minimum entry requirements for admission into the course which the applicant has applied for, the application will proceed. The applicant will be sent a Letter of Offer and Student Agreement as set out in part 3 below.

If the application does not meet the course specific minimum entry requirements for admission into the course, the application will be assessed to see if the applicant is eligible for special consideration. The Admission Policy outlines what criteria that will be used for considering the admission of an applicant under special consideration.

If the application does not qualify for special consideration, the applicant will be informed in writing that the application has been rejected. The applicant will also be provided a link to the Student Complaints and Appeals Policy and Procedure if they wish to have the decision reviewed.

2.3 Does the application qualify for special consideration?

Admission by special consideration can only be approved by the CEO, the Dean, the Academic Manager or the Administration Manager. Student Administration should refer the application to one of these authorised staff members to assess eligibility for special consideration.

Special consideration may be granted for any of the following reasons:

- applicants with a disability;
- applicants with learning or language difficulties;
- applicants from a socioeconomic disadvantaged background;
- applicants of Aboriginal or Torres Strait Islander descent as outlined in the *Aboriginal and Torres Strait Islander Peoples Framework Policy*; and
- applicants who have suffered some other disadvantage to their ability to access education.

Applicants seeking special consideration will be required to provide information regarding the basis for special consideration and the support required to allow Lyons to determine the reasonable adjustment requirement to best support the applicant in their course of study where special consideration is granted.

If an applicant is eligible for special consideration, any additional support provided will be in accordance with the *Student Support, Welfare and Wellbeing Policy and Procedure*. Where additional support is provided, particularly additional academic support, the student will require additional monitoring by academic staff and early intervention should be fast tracked to avoid the student falling into the “At Risk” category under the *Course Progression and At Risk Student Policy and Procedure*.

Applicants with a disability

The applicant is to provide documentation from their health professional, providing support for the applicant seeking special consideration on this basis, and if special consideration is granted, provide details of the support that the applicant would need to reasonably:

- participate in class and tutorials;
- complete individual and group course assignments and assessments; and
- independently complete examinations.

Applicants with learning or language difficulties

The applicant is to provide documentation from their health professional providing support that the applicant seeking special consideration. Additionally, the applicant is to provide documentation from either their health professional or previous educator/teacher that details the applicant's support needs, should special consideration be granted, to reasonably meet the academic demands of a course of study including:

- participation in class and tutorials;
- complete individual and group assignments and assessments; and
- independently complete examinations.

Applicants from socioeconomic background and applicants who have suffered some other disadvantage to their ability to access education

The applicant is to provide documentation from their previous educator or teacher providing to support the applicant seeking special consideration, and if special consideration is granted, information about the support that the applicant would require, to reasonably meet the academic demands of a course of study including:

- participate in class and tutorials;
- complete individual and group course assignments and assessments; and
- independently complete examinations.

Applicants of Aboriginal or Torres Strait Islander descent

Applicants who identify as being of Aboriginal or Torres Strait Islander descent will be considered under the Aboriginal and Torres Strait Islander Peoples Framework Policy. Please refer to the Aboriginal and Torres Strait Islander Peoples Framework Policy for further details.

Students who identify as ATSI may be eligible for special consideration for enrolment and admission as a student at Lyons College. To be eligible for special consideration, students who identify as being of Aboriginal or Torres Strait Islander (ATSI) descent must:

- be of ATSI descent;
- identify themselves as being of ATSI descent when making an application;
- be accepted as an ATSI in the community where lived (or have lived); and
- be able to provide a Confirmation of Aboriginality.

Once a student has identified that they are of ATSI descent and have provided the relevant information and documentation, they will be asked to attend an interview at the Lyons

College campus. The interview will be conducted with a senior member of staff, and may include the CEO, the Dean, the Academic Manager and/or the Administration Manager.

The purpose of the interview is to assess what additional support, if any, may be required to provide the student the best opportunity to succeed in their academic endeavours. Additional support can include:

- English Language Support.
- Additional Academic and Tutorial Support.
- IT and Systems Support.
- Counselling and Mental Health Services.
- Cultural Support.
- Pastoral Support.

If the applicant is eligible for special consideration under the *HE Admission Policy*, the authorised staff member must provide Student Administration with a written approval (email is acceptable). The applicant will be sent a Letter of Offer and Student Agreement as set out in part 3 below.

If the applicant has been assessed that they do not qualify for special consideration, the applicant will be informed in writing that their application has been rejected. The applicant will also be provided a link to the *Student Complaints and Appeals Policy and Procedure* if they wish to have the decision reviewed.

3. Letter of Offer and Student Agreement

If admission is to proceed, the student will be sent a Letter of Offer and a Student Agreement.

3.1 Letter of Offer

There are two types of Letter of Offer (LOO) that Lyons College will send to a student, a Conditional LOO and an Unconditional LOO.

A Conditional LOO requires a student to meet certain conditions before they are admitted and enrolled in a course. A Conditional LOO must specify what conditions the student is required to meet for admission.

An Unconditional LOO does not impose any conditions on admission.

3.2 Student Agreement

The Student Agreement is the contract between Lyons College and the student. It must include all the required information and conditions set out under various regulatory requirements, including the ESOS Act.

The Student Agreement should be as transparent as possible and must give the student a thorough understanding of their rights and obligations under the contract. It must also provide as much

Subject to all conditions being met, when a student signs a LOO and Student Agreement and returns both to Lyons College, they will be admitted into the course that they have applied for.

4. Acceptance of Offer and Payment of Deposit or Fees

The student accepts the offer by signing the LOO and Student Agreement and returning to Lyons College.

4.1 Domestic Students

A deposit may be required to hold a place for a domestic student. If this is required, the domestic student will be informed of all fees required to process the admission. They will also be given a schedule of fees and given access to the Refund Policy.

Once the deposit has been received by Lyons College, the student will be sent a letter confirming their admission.

4.2 International Students

International students must pay a deposit prior to admission being confirmed.

Under the ESOS Act, Lyons College cannot charge more than 50% of the total tuition fees for a course prior to commencement. However, the student (or the person paying the fees on behalf of the student) may pay more than 50% of the tuition fees if they so choose.

The minimum deposit required to confirm admission for international students is stated in the LOO and the Student Agreement. If the student (or the person paying the fees on behalf of the student) chooses to pay more than 50% of the total tuition fees for a course prior to commencement, they must tick a box which acknowledges they have chosen to do so.

Once the deposit has been received by Lyons College, the international student will be sent a letter confirming their admission.

5. Confirmation of Admission

Once the payment of the deposit has been confirmed by Lyons College, the student will receive confirmation that they have been accepted and admitted to their chosen course.

5.1 Domestic Students

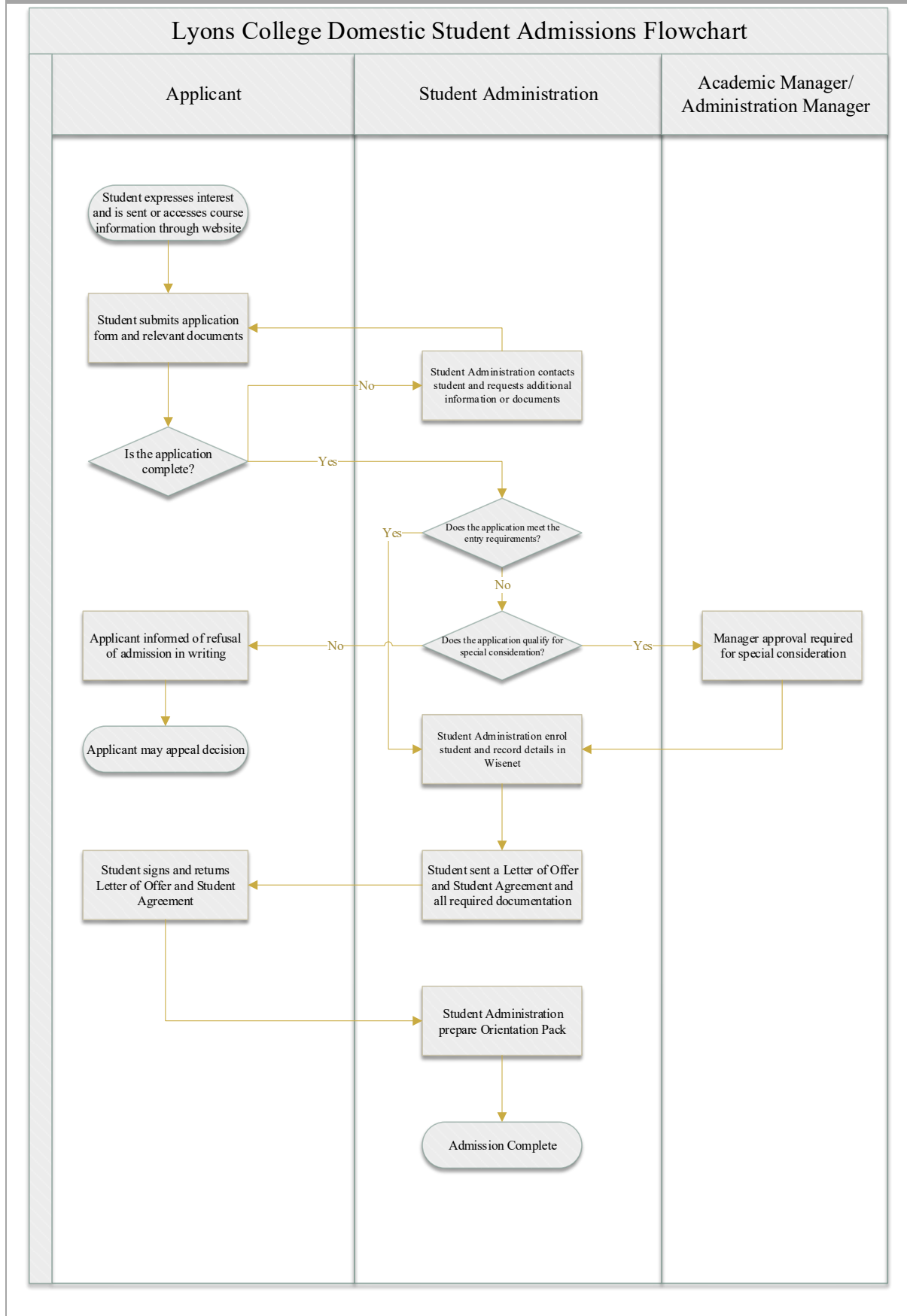
Domestic students are sent a Confirmation of Course Enrolment (CCE). This is formal acceptance of the student into the course. The student will also be sent an orientation pack which will contain any further information they need to commence studies.

5.2 International Students

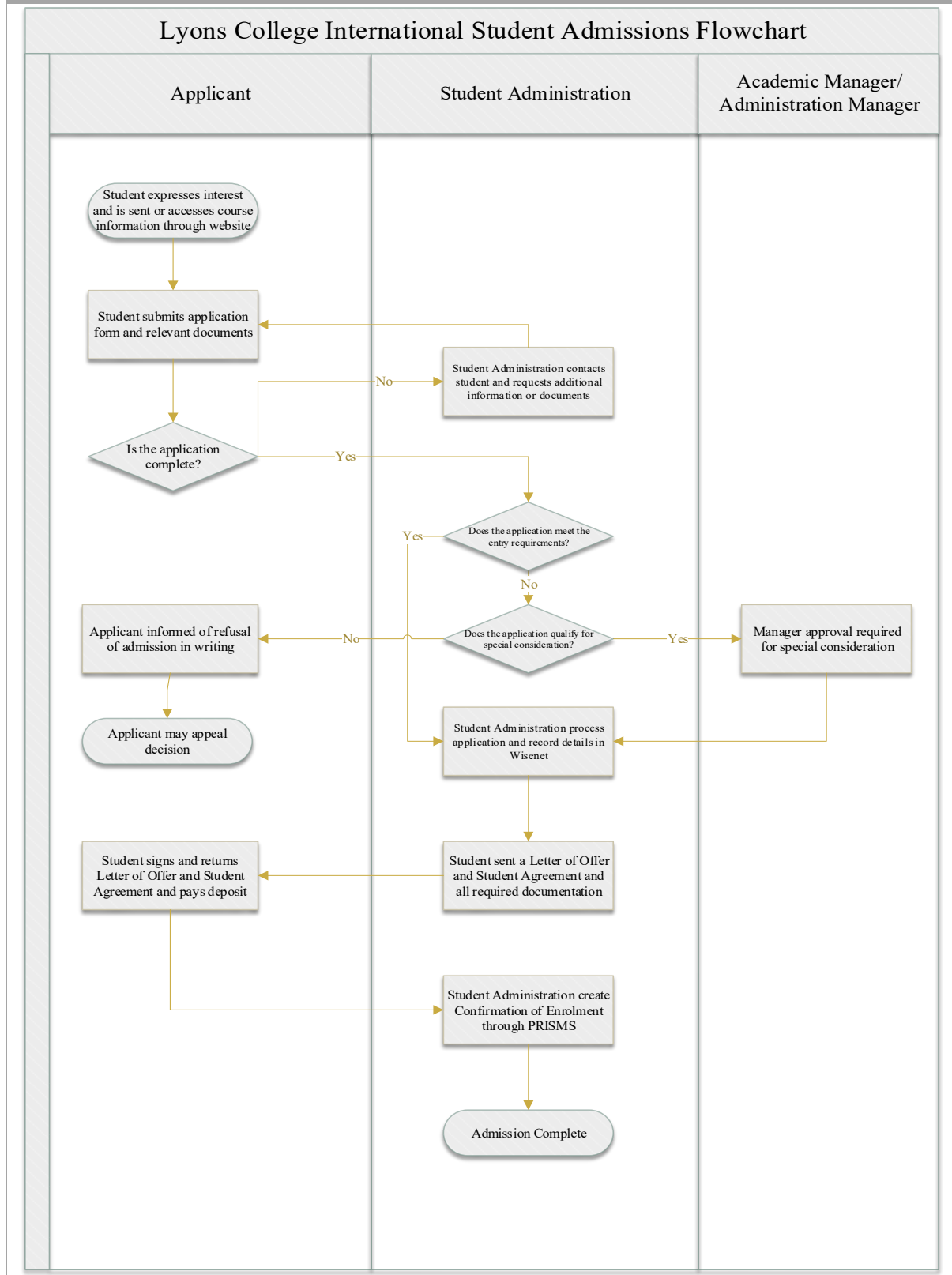
International students will have their details input into the PRISMS system. This will generate a Confirmation of Enrolment (CoE) which is sent electronically to the international student. The CoE is used by the student to apply for their visa.

Once the student has provided proof that their student visa has been approved, admission is complete. If the student visa is rejected, the CoE must be cancelled in PRISMS.

Domestic Student Admission Procedure Flowchart



International Student Admission Procedure Flowchart



HE Assessment & Moderation Policy

Purpose

This Policy sets out how the framework for Assessment and Moderation of higher education courses of study offered at Lyons College.

Scope

This Policy applies to all students enrolled in a higher education course of study at Lyons College and all academic staff at Lyons College.

Policy

Lyons College views assessment as a key factor in the learning process for students. Assessments allow students to demonstrate that they have achieved the learning outcomes and graduate attributes which lead to the conferral of a higher education award under the Australian Qualifications Framework (AQF).

Assessments must be fair, consistent and equitable. Assessments must have transparency around what students need to demonstrate to achieve certain marks. Assessments must allow every student the opportunity to succeed in their academic endeavours, with flexibility for students experiencing difficulties, both academically or otherwise.

Lyons College acknowledges that there are various forms of assessment. The appropriateness of an assessment will depend on the unit, and how best to demonstrate the learning outcomes. Academic staff will need to ensure that the assessments in a unit are appropriate for the field of study and allow students to demonstrate that they have achieved the required learning outcomes.

Assessment Principles

Principle 1: Assessments must foster, encourage and reinforce learning

- There is alignment between the Course Proposal, the published Course Guide and assessment strategies.
- The specified Unit Learning Outcomes and pre-determined assessment criteria standards must be used to determine how marks for all assessment tasks and the overall grade are decided; and marks reflect the actual achievement of the student.
- Timely and meaningful feedback is given to students.

Principle 2: Assessments must allow robust, reasonable and fair judgements about student academic performance

- The range of assessment tasks is sufficiently extensive and varied to permit valid and reliable judgement of a student's performance.
- Assessment practices are conducted and undertaken ethically and with honesty and integrity by staff and students in accordance with the *Academic Integrity and Academic Misconduct Policy*.
- Students are required to submit all non- invigilated assessments electronically with an accompanying completed cover sheet and declaration form, unless specific circumstances require otherwise. Such circumstances will need to be approved by the Dean.

Principle 3: Assessment practices must be reasonable, fair and equitable for all students

- Students have an opportunity to access examples of assessment tasks (including previous assessment tasks where available) and are provided with timely information about assessments/examinations.
- Assessments are written with inclusive language and to avoid gender, racial or cultural bias.
- Reasonable adjustments are made to cater for any disadvantages, without compromising the academic standards of assessment.
- Students are given timely opportunities to discuss any concerns or grievances about assessment outcomes with academic staff.

Principle 4: Assessment must maintain academic standards

- Assessments are graded by appropriately qualified academic staff.
- Moderation processes are undertaken with results ratified to ensure consistency.
- Partner academic standards are ensured by the moderation of assessment tasks.

Assessment Requirements

Lyons College has the following requirements for assessments:

- Assessments must demonstrate alignment with achieving the requirements set out in the AQF.
- Assessments must demonstrate alignment of Graduate Attributes, Course Learning Outcomes and Unit Learning Outcomes.
- Assessments must be appropriate and proportionate to the Unit Learning Outcomes.
- Assessments must be appropriate and proportionate to the study load for the unit.

- Assessments must not unfairly advantage or disadvantage different cohorts.
- Assessments tasks must be sequenced in line with cumulative teaching and learning.
- The maximum weighting for a single assessment is 50% of the total mark for a unit.
- Assessments must be moderated.

Grading of Assessments

Lyons College will adopt the following grading system for assessments:

Achievement	Mark	Abbreviation
High Distinction	80% to 100%	HD
Distinction	70% to 79%	D
Credit	60% to 69%	C
Pass	50% to 59%	P
Fail	0% to 49%	F
Not Submitted		NS
Withdrawn		W

The assessment process will be outlined in the *Assessment and Moderation Procedure*.

Moderation

Moderation is the process Lyons College will utilise to ensure that assessments are appropriate, and that marking is consistent. Moderation is the peer review of assessments outcomes and if inconsistencies are found in how assessment decisions were made, appropriate action will be taken.

The general principles for moderation at Lyons College are:

- The highest and lowest graded assessment will be moderated;
- All assessments which received a mark of less than 50% will be moderated;
- Moderation must not be performed by the academic staff member who originally graded the assessment; and
- The moderator must use the same assessment criteria or rubric that the original marker used.

The moderation process will be outlined in the *Assessment and Moderation Procedure*.

Feedback

Assessments should be designed to provide quality and timely feedback to students to let them know how they are progressing in a unit. Academic staff are required to provide timely, specific and constructive feedback to support students' progress toward the achievement of the unit and course learning outcomes.

Formal feedback of assessments must be provided to a student once they have submitted their assessments. Feedback for assessments within a semester need to be provided earlier than end of semester assessments.

Academic staff are expected to provide feedback to students within ten (10) business days of the assessment being submitted. The exception to this will be the final exam, where the student should receive feedback within twenty (20) business days of the student sitting the exam.

Academic staff are also expected to provide guidance and feedback to students in the preparation stage of assignments and group work.

Academic staff can provide feedback through various means including:

- Face to face
- In writing
- Online or via email
- Verbal or over the phone if appropriate

HE Assessment & Moderation Procedure

Purpose

This Procedure sets out the processes for Assessment and Moderation of higher education courses of study at Lyons College.

Scope

This Procedure applies to all students enrolled in higher education courses of study at Lyons College and all academic staff at Lyons College.

Procedure

1. Assessment Design and Development

- 1.1. Ensure each course or program has a variety of types of summative and formative assessments.
- 1.2. Schedule opportunities to give constructive meaningful feedback, comparing drafts/progress to expected standards.
- 1.3. Class attendance alone is not normally regarded as active participation.
- 1.4. Ensure that the specification of assessment tasks for a new course or changes to assessment tasks in an existing course are:
 - 1.4.1. reviewed by at least one other academic within the discipline responsible for the course or a cognate area.
 - 1.4.2. evidence based to achieve the intended learning outcomes for the course.
 - 1.4.3. constructively aligned with course content and intended Course Learning Outcomes (CLO) and Unit Learning Outcomes (ULO).
 - 1.4.4. discussed with peers within the discipline base and the Course Coordinator or other appropriate staff.
- 1.5. Ensure that all students have access to the appropriate resources to undertake the assessment/s eg testing digital literacy prior to undertaking an online task; access to research skills; referral to services if issues.

2. Alignment of assessments with Course Learning Outcomes

- 2.1. Check that the sequencing of courses and the learning outcomes and associated learning tasks and assessment criteria for individual courses align

with the course objectives and conform to the course structure and alignment of CLOs and the AQF as approved by Academic Board.

- 2.2. There must be a clear progression in the expectations of performance required in assessment tasks in units at the undergraduate level from Introductory, to Intermediate and Advanced. This will be tied in with the expected sequencing of units to show the progression of the units.
- 2.3. There must be evidence of constructive alignment of the assessment tasks in units, with the relevant CLOs, manifest through the ULOs.
- 2.4. A course contains units that provide students opportunities to engage with multiple types of assessment tasks.

3. Alignment of assessments with Unit Learning Outcomes

- 3.1. Each assessment task and marking criterion aligns with ULOs which in turn align with the appropriate CLOs.
- 3.2. Where feasible a small low weighted (up to 10% of the final mark) assessment task that provides summative feedback should be designed for inclusion within the first four weeks of teaching. As set out in the Unit Outlines, the Class Test is a written test consisting of 10 multiple choice questions and 5 short answer questions covering materials discussed in weeks 1 to 4. The test will assess the accounting knowledge and skill developed during the first 4 weeks.
- 3.3. Assessment tasks normally assess the valued knowledge, skills and application of knowledge and skills that students have had the opportunity to learn within the unit. Tasks can also build on knowledge, skills and application of knowledge and skills that are designated as prerequisites or assumed knowledge for the unit.
- 3.4. In first-year units, the assessment should aid students' transition to higher education and provide early feedback on progress to students and staff. Including ongoing and early assessments through the Weekly Tutorial Assessment and the Week4/5 Test allows for early detection of students facing difficulty and allows for early intervention.
- 3.5. Units contain a variety of assessment tasks types to reflect the needs of individual students and to support their engagement.
- 3.6. In designing the assessment tasks for a unit, consideration is given to:
 - 3.6.1. Lyons College's curriculum design principles;
 - 3.6.2. the level of the unit (Introductory, Intermediate or Advanced);

- 3.6.3. linking the formative and summative assessment;
- 3.6.4. the amount of assessment required to generate evidence that enables reliable and valid judgments of student performance to be made about the degree to which the student has met the ULOs and CLOs;
- 3.6.5. the workload that the assessment requires of both students and markers and the sustainability of those approaches to assessment; and
- 3.6.6. professional accreditation requirements.

4. Number and weighting of assessment tasks

- 4.1. There will normally be two or three summative assessment tasks in each unit.
- 4.2. Each unit will include an early assessment (a Class Test in week 4 or 5) that provides formative feedback on academic progress, including identifying the need for additional support. This feedback will be provided within two weeks of the Class Test.
- 4.3. Up to 12 weekly assessment exercises are to be included in each unit through Tutorial Assessments as either formative assessment or as one of the unit's summative tasks.
- 4.4. Each summative assessment task is allocated a weighting reflecting its relative value in measuring the ULO and CLO and the student workload to successfully complete the task.
- 4.5. No assessment task in an undergraduate unit will be weighted at more than 50 percent of the total assessment value for the unit.

5. Distribution of assessment tasks

- 5.1. Assessment tasks in each unit will be distributed across the teaching weeks to facilitate student learning, maximise opportunities for students to benefit by receiving feedback from earlier assessment tasks prior to submitting subsequent tasks, and manage workloads for students and staff.
- 5.2. No unit will include both a central examination and another assessment task that is due outside the teaching weeks.
- 5.3. No assessment tasks are to be due during the Lyons College's identified exam preparation period or on a weekend or public holiday, unless attendance on a weekend or public holiday is a requirement of the unit.

6. Communicating assessment requirements to students

- 6.1. Provide every student with a copy of the Unit Guide based on the approved Unit Outline at least two weeks prior to the commencement of the teaching semester via the Learning Management System.
- 6.2. Where available, provide students with examples of assessment task including assessment tasks from previous semesters.
- 6.3. Group assessments must clearly outline the assessment criteria and how group assessments will be marked based on individual input to the final product.

7. Class participation and attendance

- 7.1. Class participation can be an assessment task which makes up part of the 20% allocation for Tutorial Assignments and Class Participation as set out in the Unit Outlines. Students are required to prepare and submit written answers to the weekly tutorial questions and present selected answers in the class.
- 7.2. Participation in class debate/ discussion will earn credit. The purpose of this assessment is to monitor students' progress throughout the semester on a regular basis so that any gap or problem is corrected every week before they become chronic.
- 7.3. Like all assessment tasks, participation will be assessed on an evidence basis through the application of criteria.
- 7.4. No result can be allocated for attendance alone.

8. Group work assessment tasks

- 8.1. Where group work is an assessment task, the Dean or Course Coordinator will design the curriculum to include procedures and learning activities to facilitate effective management of, and learning through, group work.
- 8.2. Group work can be assessed individually for each group member, collectively for the group, or by a weighted result allocation comprising both a whole group and individual component (including peer assessment). Students must be made aware of the criteria and any weighting associated with each criterion in the Unit Guide.
- 8.3. The assessment criteria will make it possible for students to be marked separately, should exceptional circumstances necessitate separate results.
- 8.4. Determining group membership
 - 8.4.1. Academic staff will determine the makeup of groups for group assessments and group tasks. This will allow for a mix of students to balance the overall group capabilities.

- 8.4.2. The selection of group members should ensure cohesiveness so that group time and effort is spent on the task, rather than on developing cohesiveness and dealing with unproductive conflict.
- 8.5. Establishing the role(s) and responsibility of group members
 - 8.5.1. Provide clear guidelines about the possible roles and expected contributions of group members to guide students' behaviour and contributions. Students may find simple suggestions about possible roles (for example, leader, notetaker and so on) useful for guiding their own discussions about roles.
 - 8.5.2. Similarly, a discussion of the responsibility each group member has to the others in their group will not only provide guidance in what to reasonably expect from others but also in what other members are likely to expect from individual students in terms of contributions.
 - 8.5.3. Groups should be able to allocate which areas of work are to be covered by each member. This must be conveyed to the academic staff at the start of the unit and can be used to determine final marks. With this knowledge and using peer evaluation, final marks for individual students can be determined taking into account all relevant factors.
- 8.6. Scheduling group meetings and update reports
 - 8.6.1. Groups may have to schedule their own meetings to ensure that they take into account each other personal circumstances. This may include where to meet, the travel time and cost to all students, work commitments, family or parental commitments or any other factor which could affect any student in participating in scheduled meetings.
 - 8.6.2. Academic staff can require update reports from groups. This can be counted towards the final mark. Where the group has allocated and notified academic staff which areas of work are to be covered by each member, this update report can track individual students' performance.
- 8.7. Academic staff observation of group dynamics and input
 - 8.7.1. Direct observation by academic staff should be included when making final assessment determinations.
- 8.8. Final mark for group assessments

8.8.1. The following should be taken into account when awarding individual students marks as part of a group assessment task:

- the overall end product of the group;
- the peer review feedback from other members of the group;
- staff observation of group dynamics and input;
- equity of contribution based on agreed work allocation;
- evidence of cooperative behaviour;
- appropriate level of engagement with task;
- development of professional competencies;
- evidence of capacity to listen; and
- responsiveness to feedback/criticism.

9. Peer assessment

9.1. Where peer assessment is utilised as a summative assessment task for group assessments, it can be weighted at a maximum of 10 percent of the total assessment for the course. Peer assessment can also be utilised formatively to enable students to actively improve their learning.

9.2. Processes for peer assessment will be designed to ensure that students are treated with fairness, consistency and respect. The Course Coordinator will provide written guidelines and criteria for students undertaking peer assessment.

9.3. The Course Coordinator will moderate the results of peer assessment as appropriate for formative tasks and as a requirement for summative tasks.

10. Implementing Assessment

10.1. Preventing Academic Misconduct including plagiarism and cheating:

10.1.1. Use strategies as set out in the Academic Integrity and Academic Misconduct Policy and Procedure to make students aware of their responsibility and Lyons College's commitment to ensuring Academic Integrity in assessment

10.1.2. In the implementation of assessment, employ strategies such as electronic detection of plagiarism and supervision of examinations, to prevent and detect plagiarism and cheating as set out in the Academic Integrity and Academic Misconduct Policy and Procedure.

10.1.3. Students will be required to submit all assessments electronically accompanied by a completed cover sheet and

declaration form, unless specific circumstances require otherwise

10.2. Assessing students with disability or special circumstance

10.2.1. Refer to *HE Admissions Policy and Procedure* and *Student Support, Welfare and Wellbeing Policy and Procedure*

11. Ensuring security of student submitted assessment materials

11.1. Collecting and recording submitted assessment tasks

11.1.1. Arrange for the collection and recording of assessment tasks submitted by *students* utilising the Learning Management System

11.2. Arrange for the collection and recording of assessment tasks submitted by students utilising the University's approved Learning Management System

11.2.1. Following Lyons College policy, securely store assessment tasks submitted by students while they are being assessed and prior to their return to the student. This process should be managed virtually, wherever possible, in accordance with *Lyons College's Records Management, Data and Information Security Policy*

11.3. Protecting confidentiality of students

11.3.1. If the need arises for the Course Coordinator to discuss the work of a student with *staff* or other students, the discussion does not identify the author either directly or indirectly

11.4. Returning assessment tasks

11.4.1. Return all assessment tasks submitted by students to the original author

11.4.2. Assessment tasks are not to be collected by friends or colleagues unless authorised in writing by the author of the work

11.4.3. This process should be managed virtually, via preferred university email address only

12. Ensuring assessment tasks are appropriately marked and graded

12.1. Marking and grading assessment is based on criterion referencing

12.1.1. Identify any issues with the marking guide/rubric/expectations to assist in developing consistent responses/grades

12.1.2. Assess student performance against attainment of intended ULOs or graded against the level of attainment of intended ULOs using explicit, pre-specified, and/or negotiated criteria (rather than assessed relative to the performance of other students in a cohort)

12.2. Re-assessment

12.2.1. A student can request a re-assessment for an assessment task. The request should be considered where the student can provide evidence that they should receive a higher mark and is at the discretion of academic staff.

12.2.2. The student must apply for the re-assessment for an assessment task within 10 business days of them receiving the mark.

12.3. Special consideration for illness or other condition which prevents a student from completing an assessment or examination

12.3.1. If a student commences but is unable to finish an assessment task or examination due to illness or other eligible cause they must be advised to inform the exam invigilator, who will note the time of exit and reason associated

12.3.2. If Lyons College has enough evidence to make an appropriate decision regarding grade assessment, this may be granted on approval of the Dean.

12.3.3. If the student does not submit an assessment on time due to illness or injury, they must notify their lecturer or the Course Coordinator prior to the deadline for submission, or as soon as is reasonably possible. The student must also provide evidence of the illness or other condition which prevented them from submitting the assessment.

12.4. Recording assessment results

12.4.1. All results are to be recorded and maintained in the Student Management System in accordance with the Records Management, Data and Information Security Policy

13. Feedback to students regarding assessment

13.1. Providing feedback

13.1.1. Provide feedback to students on submitted assessable tasks, both formative and summative, within two weeks of submission, with sufficient information to allow the student to determine how their work could be improved. This might include identifying areas that require further study and any other strategies that may assist the student in the learning process

13.2. Discussing assessment attempts with students

13.2.1. Allocate time for students to meet with academic staff to discuss their studies and assessable tasks

13.3. Appealing against an assessment outcome

13.3.1. A student may appeal an assessment outcome under the *Student Complaints and Appeals Policy and Procedure*

14. Moderation

14.1. Overseeing the moderation process

14.1.1. Following the marking of students' work, for every teaching period provide a designated statistically valid sample of student work for all summative assessment tasks and for designated continuous assessment tasks

14.1.2. The highest and lowest graded assessment will be moderated

14.1.3. All assessments which received a mark of less than 50% will be moderated

14.1.4. Moderation must not be performed by the academic staff member who originally graded the assessment

14.1.5. The moderator must use the same assessment criteria or rubric that the original marker used

14.1.6. Determine corrective action on the basis of moderation results

14.1.7. Advise the outcome of the moderation to the Course Coordinator and LTC

14.1.8. Seek advice about corrective action, as appropriate and report to Course Coordinator or Dean

14.1.9. Record feedback in a Moderation report which is provided to the LTC and AB.

14.1.10. Store completed document/s in the student management system.

14.2. Reporting provisional results

14.2.1. Receive report/s and ensure that any necessary actions (such as re-marking) are taken

14.2.2. As directed by the School and the Moderation Resource, a moderators' meeting may be convened for this purpose

14.2.3. Provide a report on the results of moderation of assessment to the School Board at the end of each semester

14.3. Approving, recording and reporting of moderated results

14.3.1. Confirming and approving students' results

14.3.1.1. The Dean or Course Coordinator will submit report to LTC in approved format

14.3.2. Recording and releasing final results

14.3.2.1. Marks will be entered into the student management system

14.3.2.2. Marks will be made accessible to students via the learning management system

14.3.3. Responding to student appeals

14.3.3.1. Any appeal or request for re-marking must be submitted by the student in writing under the *Student Complaints and Appeals Policy and Procedure*

HE Course Progression and At Risk Student Policy

Purpose

This Policy sets out how Lyons College will determine satisfactory course progression and how “At Risk” students will be identified and dealt with.

Scope

This Policy applies to all higher education units and courses.

Background

Lyons College takes student progression seriously and considers it crucial to carefully determine where progress is unsatisfactory. The fair determination of expectations for progress, and the clear communication of these expectations to students, ensures transparency and early intervention to prevent student failure. This Policy has been created to establish a framework in which progress that is deemed ‘unsatisfactory’ will be described.

Policy

1. Management of Student Progression

Lyons College wants to ensure that students are given the best opportunity to succeed in their academic endeavours. To do this, early intervention is required for At-Risk students. This gives Lyons College the opportunity to provide support to the student and to assist the student to get back on track. In the event that the student does not improve, disciplinary action may need to be taken.

The Learning and Teaching Committee (LTC) reports to the Academic Board annually to review a range of data on all courses delivered at Lyons College, including student attrition, progression and completions. This will also include providing information and trends on At Risk students and how that affects attrition and progression rates.

The main focus for Lyons College is to ensure that students are being afforded the best opportunity and provided with support to ensure they succeed in their academic endeavours. A by-product of this is that academic standards are maintained and that improvements are made when areas of concern are identified. This is part of Lyons College’s quality assurance and continuous improvement program which will be driven by identifying trends in student performance.

During the Admissions process, students may receive special consideration for entry into a higher education course at Lyons College. Where part of the special consideration requires Lyons College providing additional support for the student, they will be flagged to academic staff to monitor more closely. This will include academic staff allowing additional one on one time with these students.

Students admitted under special consideration who have been provided with additional academic support will be considered high probability for early intervention. Academic staff are required to monitor these students closely. Refer to the *HE Admissions Policy and Procedure* and the *Aboriginal and Torres Strait Islander Peoples Framework Policy* for details on admission with special consideration.

2. Access to Information

Lyons College must ensure under this policy that:

- All students have access to their academic performance record upon request.
- All students shall have access to this Policy so that there is a clear understanding of relevant requirements and procedures.
- All students shall be treated fairly and consistently throughout the entire review process.
- Lyons College will provide all students with a notice of unsatisfactory performance in a timely manner (having had already intervened at an early stage in an attempt to correct such performance).
- Students have clear expectations of assessment processes and what constitutes satisfactory academic progress. Please see also Assessment Policy.

3. Early identification of potential “At Risk” students

Lyons College wants to ensure students are provided the best opportunity to improve their academic performance and avoid negative academic outcomes. Academic staff are required to monitor and identify any students who are facing academic or other issues which are impacting on their academic performance. This will facilitate the provision of additional support, whether academic or otherwise, to get the student back on track.

Lyons College wants to ensure early identification of students who are potentially heading towards failing fall into the “At Risk” category. Early identification of potential “At Risk” students is achieved through the following:

- Early identification at Admission.
- Early identification on commencement.
- Early identification through the Weekly Tutorial Assignments and Class Participation.
- Early identification through the Class Test in Week 4 or 5.
- Early identification through the Staff Observations.

These methods of early identification of potential “At Risk” students will be dealt with in more detail in the *HE Course Progression and At Risk Student Procedure*.

4. Early intervention and strategies for potential “At Risk” students

Early intervention strategies and specific support

If a student seems to be heading towards falling into the “At Risk” category, the academic staff member should refer the student to the Course Coordinator. The Course Coordinator will put in place an early intervention strategy to assist the student to meet the progression requirements.

Student consultation and engagement

The student must be given sufficient opportunity to engage in any early intervention strategy. This will include consulting the student to determine the most appropriate additional support that may be provided. Students may also seek advice, advocacy or guidance from the Student Representative (SR) for higher education.

Monitoring and follow up

Once an early intervention strategy has been agreed with the student, academic staff will schedule follow up monitoring meetings with the student. For these follow up meetings academic staff will be provided with data on student's progress and assessment outcomes by administration staff.

5. At Risk

A student is deemed to be "At Risk" when they:

- fail 50% or more units within a teaching period; or
- fail the same unit twice; or

Students may also be identified as "At Risk" at an earlier stage where academic staff identify that the student is having difficulty with the course. The lecturer or tutor will be responsible for monitoring students' engagement, participation and success with the teaching and learning.

Where the lecturer or teacher recognises that a student's academic performance is not adequate, informal intervention is required. The lecturer or tutor will need to work with the student to determine what strategies to employ to get the student 'back on track'.

Special consideration must be given to students from an Aboriginal or Torres Strait Islander (ATSI) background. Where ATSI students are identified as "At Risk, lecturers and tutors should refer to the Aboriginal and Torres Strait Islander Peoples Framework Policy when developing intervention strategies and addition support requirements.

Students will be issued with a warning letter when identified as "At Risk". At this time, the student will be offered support and assistance to help them get back on track. It ought to be noted that informal intervention will be provided along the way where unsatisfactory academic performance is evident (which in many instances will not until reaching this point).

6. Unsatisfactory progress

Student progress is deemed unsatisfactory if they have been issued a warning after being identified as "At Risk" and they:

- fail a core unit in a subsequent teaching period; or
- fail 50% of their available units in a subsequent teaching period; or
- fail the same unit a third time; or
- exceed the maximum length of enrolment.

7. Consequences of Unsatisfactory Progress

Students will be notified of their unsatisfactory performance in writing, detailing the reasons why their performance is unsatisfactory.

The student will have the opportunity to respond in writing and demonstrate why their enrolment should not be terminated. The student may also be invited to present their case to the Learning and Teaching Committee (LTC). The student will be able to have a support person attend if they are presenting to the LTC.

After consideration of any submission made by the student, Lyons College may:

- Impose conditions on the student's enrolment;
- Require the student to undertake certain actions, such as, attending academic workshops, seminars or counselling;
- Require the student take a leave of absence for a specified period;
- Undertake any combination of the above actions; or
- Discontinue the student. This results in the termination of their enrolment, after a period of 12 months (or longer if specified by Lyons College) they will be eligible to reapply for their course of study. Students who reapply for admission to a course after exclusion must be approved by the Academic Manager to resume their studies. Students may be required to submit documentation as evidence to demonstrate their ability to succeed in the future in their chosen course.

8. Appeals

Students have the right to appeal the decisions made about conditions that are placed on their enrolment. Students may appeal on the grounds of new evidence or unfair treatment.

Students who have been sanctioned have the right to appeal any decisions which have resulted in their exclusion from their course of study. For more information, students to refer to the *Student Complaints and Appeals Procedure*.

HE Course Progression and At Risk Student Procedure

Purpose

This Procedure sets out the process for Lyons College to determine unsatisfactory course progression and how “At Risk” students will be identified and dealt with.

Scope

This Procedure applies to all higher education units and courses.

Procedure

1. Early identification of potential “At Risk” students

1.1. Early Identification at Admission

During the Admissions process, students may receive special consideration for entry into a higher education course at Lyons College. Where part of the special consideration requires Lyons College to provide additional support to the student, this will be flagged with academic staff and they will be encouraged to monitor the performance of the student more closely. This will include academic staff allowing additional one on one time with these students.

Students admitted under special consideration who have been provided with additional academic support will be considered high probability for early intervention. Academic staff are required to monitor these students more closely. Refer to the *HE Admissions Policy and Procedure* and the *Aboriginal and Torres Strait Islander Peoples Framework Policy* for details on admission with special consideration.

1.2. Early Identification on commencement

Academic staff are expected to monitor all students to detect if there is a likelihood or risk of them failing to meet the progression requirements of a unit. All higher education units have weekly tutorial quizzes

1.3. Weekly Tutorial Assignments and Class Participation

Students are required to prepare and submit written answers to the weekly tutorial questions and present selected answers in the class. Participation in class debate/ discussion will earn credit. The purpose of this assessment is to monitor students’ progress throughout the semester on a regular basis so that any gap or problem is corrected every week before they become chronic. This is the first method for early identification that a student is potentially “At Risk”.

1.4. Class Test in Week 4 or 5

This is a written test covering materials discussed in weeks 1 to 4. Generally, the class test will consist of 10 multiple choice questions and 5 short answer questions. The test will assess the knowledge and skill developed during the first 4 weeks. The class test will act as an early detection and identification of students who are potentially “At Risk”.

Academic staff will monitor the results of the Weekly Tutorial Assignments and Class Participation and Week 4/5 Class Test, and students who fail or receive low marks will be required to have a brief meeting with the lecturer or tutor. This will be an opportunity for the academic staff member to investigate the reasons for the poor performance of the student.

This is an opportunity for additional support to be offered to help the student which could fall under the *Student Support, Welfare and Wellbeing Policy and Procedure*. Examples of additional support available are outlined below.

1.5. Staff Observations

Academic staff should also monitor the students' participation and behavior in (and where appropriate, out) of class. This can include, but is not limited to, if the:

- students' attendance is inconsistent;
- student is not paying attention in class;
- student is struggling with class content;
- student is not keeping up with academic concept advancement;
- student is drowsy or sleepy during class;
- student's behavior is erratic or inconsistent;
- student is disruptive or aggressive; and/or
- student is withdrawn or seems upset.

These observations can also help understand what issues the student may be facing, and the academic staff should raise any of these concerns with the student if they feel that additional support or assistance could help resolve these issues for the student.

2. Early intervention and strategies for potential “At Risk” students

2.1. Early intervention strategies and specific support

If a student seems to be heading towards falling into the “At Risk” category, the academic staff member should refer the student to the Course Coordinator. The Course Coordinator will put in place an early intervention strategy to assist the student to meet the progression requirements. This may include, but is not limited to:

- the student receiving additional academic skills support;
- the student attending additional tutorial or study groups;
- the student receiving additional one-on-one support and mentoring from academic staff;
- the student receiving assistance or counselling for any personal issues which are influencing their progress;
- a reduction in course load; and/or
- a combination of the above.

If early intervention strategies are employed to assist the student, these must be monitored. The lecturer and/or tutor must provide the Course Coordinator with a report at least every two weeks advising of the effectiveness of the early intervention strategies. The Course Coordinator will monitor if there has been any improvement and may recommend further additional support if required.

2.2. Student consultation and engagement

The student must be given sufficient opportunities to engage in any early intervention strategy. This will include consulting the student to determine the most appropriate additional support that may be provided. Students may also seek advice, advocacy or guidance from the Student Representative (SR) for higher education.

At this stage, the student and the relevant academic staff will agree on the early intervention strategy. Through the consultation and engagement process, the most appropriate strategies and additional support will be determined.

Students will also be provided to the opportunity to access counselling or other support services under the *Student Support, Welfare and Wellbeing Policy and Procedure*.

This process of early intervention is designed to reduce the likelihood of a student falling into the “At Risk” category.

2.3. Monitoring and follow up

Once an early intervention strategy has been agreed with a student, academic staff will schedule follow up monitoring meetings with the student. For these follow up meetings academic staff will be provided with data on student progress and assessment outcomes by administration staff.

In order to be effective, the early intervention strategies will remain in place until the student demonstrates they no longer need the assistance of the intervention. Staff should continue to be provided with data on the academic progress of the student. Flexibility is required in the intervention strategies as the student progresses, and the intervention contract may need adjusting over time.

3. Students identified “At Risk”

3.1. At Risk

A student is deemed to be “At Risk” when they:

- fail 50% or more of units within a teaching period; or
- fail the same unit twice.

The student must be given sufficient opportunity to engage in any “At Risk” intervention strategy. This will include consulting the student to determine the most appropriate additional support that may be provided. Students may also seek advice, advocacy or guidance from the Academic Board Student Representative.

3.2. Warning Letter

When a student is identified as being “At Risk”, Student Administration will issue a warning letter. This warning letter will include:

- the details of why Lyons College believes the student is “At Risk”;
- what actions the student needs to take to maintain their enrolment;
- what academic support is available to the student;
- what non-academic support is available to the student; and
- possible outcomes including being discontinued.

The warning letter may be in electronic form and be emailed to the student.

3.3. Student consultation and engagement

The student must be given sufficient opportunity to engage in any “At Risk” intervention strategy. This will include consulting the student to determine the most appropriate additional support that may be provided. Students may also seek advice, advocacy or guidance from the Academic Board Student Representative.

At this stage, the student has the opportunity to discuss with the relevant academic staff regarding the “At Risk” intervention strategy. Through the consultation and engagement process, the most appropriate strategies and additional support will be determined.

Students will also be provided to the opportunity to access counselling or other support services under the *Student Support, Welfare and Wellbeing Policy and Procedure*.

3.4. Monitoring and follow up

Once an “At Risk” intervention strategy has been provided to the student, academic staff will schedule follow up monitoring meetings with the student. For these follow up meetings academic staff will be provided with data on student progress and assessment outcomes by administration staff.

In order to be effective, the “At Risk” intervention strategies will remain in place until the student demonstrates they no longer need the assistance of the intervention. Academic staff should continue to be provided with data on the academic progress of the student. Flexibility is required in the intervention strategies as the student progresses, and the intervention contract may need adjusting over time.

If the student engages in the “At Risk” intervention strategy and meets the expectations that have been set (by the timeframes outlines in the warning letter) and is no longer deemed “At Risk”, no further action is required. The warning letter will be kept on the student file on Wisenet.

If the student does not engage with the intervention strategy or does not meet the expectations that have been set or does not do so within the timeframes outlined, their progress may be deemed as unsatisfactory.

4. Unsatisfactory Progress and Consequences for Students

4.1. Determination of Unsatisfactory Progress

Student progress is deemed unsatisfactory if they have been issued a warning after being identified as “At Risk” and they:

- fail a core unit in a subsequent teaching period; or
- fail 50% of their available units in a subsequent teaching period; or
- fail the same unit a third time; or
- exceed the maximum length of enrolment.

4.2. Warning Letter

Students will be notified of their unsatisfactory performance in writing, detailing the reasons why their performance is unsatisfactory. This will be recorded and maintained on the student’s file on Wisenet. Students may also seek advice, advocacy or guidance from the Academic Board Student Representative.

4.3. Student Response

The student will have the opportunity to respond in writing and demonstrate why their enrolment should not be terminated. The student may also be invited to present their case to the Learning and Teaching Committee (LTC). The student will be able to have a support person attend if they are presenting to the LTC.

4.4. LTC Determination

After consideration of any submission made by the student, Lyons College may:

- Impose conditions on the student’s enrolment;
- Require the student to undertake certain actions, such as, attending academic workshops, seminars or counselling;
- Require the student take a leave of absence for a specified period;
- Undertake any combination of the above actions; or
- Discontinue the student. This results in the termination of their enrolment, after a period of 12 months (or longer if specified by Lyons College) they will be eligible to re-apply for their course of study. Students who reapply for admission to a course after exclusion, must be approved by the Academic Manager to resume their studies. Students may be required to submit documentation as evidence to demonstrate their ability to succeed in the future in their chosen course.

4.5. Student Outcome Letter

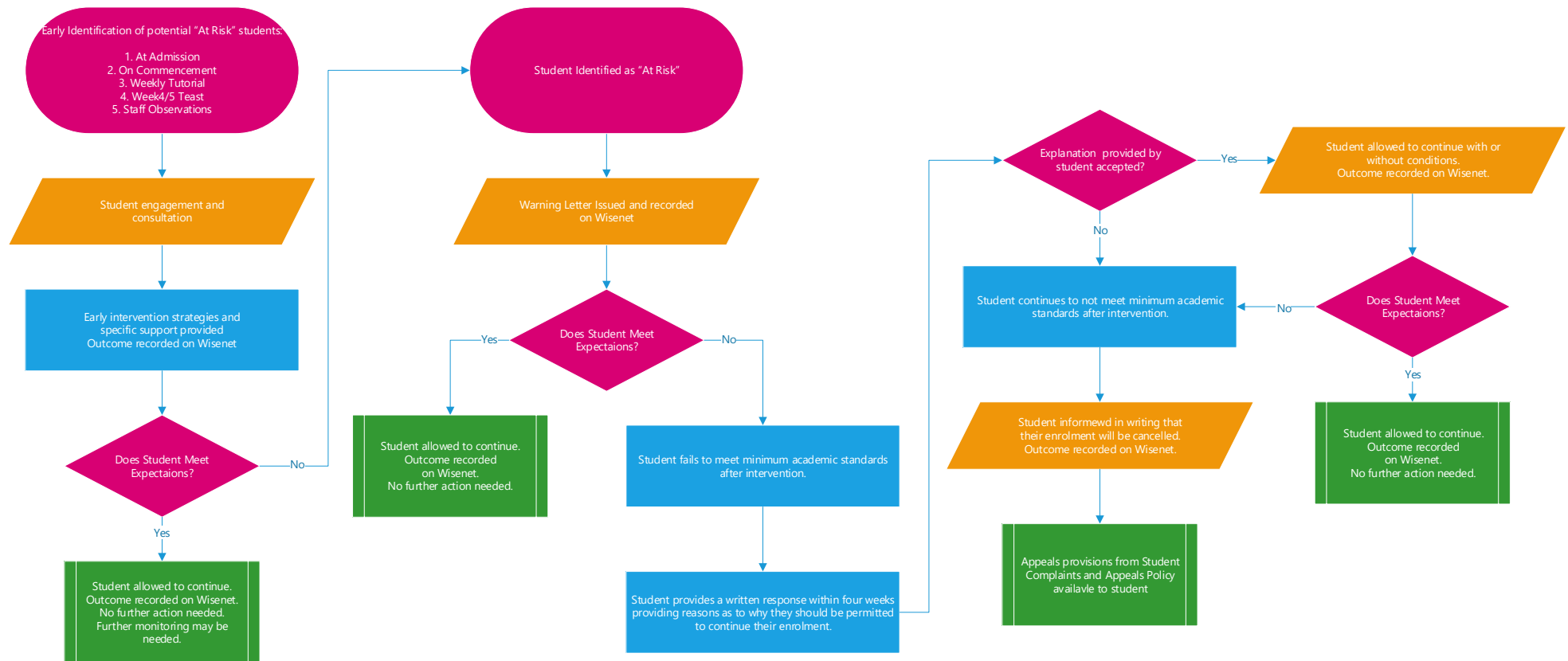
The student will be notified in writing of the outcome after they have had the opportunity to respond. The written response must contain the reasons why Lyons College has determined the outcome as well as provide details of the student’s rights to appeal the decision. All materials in relation to ‘At Risk’ students will be maintained on the student’s file in Wisenet.

4.6. Appeal

Students have the right to appeal the decisions made about conditions that are placed on their enrolment. Students may appeal on the grounds of new evidence or unfair treatment.

Students who have been sanctioned have the right to appeal any decisions which have resulted in their exclusion from their course of study. For more information, students to refer to the *Student Complaints and Appeals Policy and Procedure*.

Course Progression and At Risk Student Procedure Flowchart



HE Fees and Charges Policy

Purpose

This Policy sets out how Lyons College will determine fees and charges for all higher education (HE) students and further to confirm the arrangement for giving notice to students of fee changes.

Scope

This Policy applies to all higher education students at Lyons College.

1. Payment of Fees and Due Dates

Students are required to pay the required tuition fees prior to commencement of their course. The required amount will depend on whether the student is an international or domestic student.

Fees and charges are published and available to students through the Lyons College website at www.lyons.edu.au. Fees and charges are subject to change (between student expression of interest and acceptance of enrolment) and regularly updated on the website.

Fees and charges set out in the Student Agreement will remain unchanged for the duration of the Agreement. A Fee Payment Agreement may be entered into with a student which will replace the amounts and conditions set out in the Student Agreement.

If fee paying international or domestic students do not pay the required amount at commencement, they may be excluded from commencing the course. Students who enter into a Fee Payment Agreement are required to pay the fees set out in the Fee Payment Agreement.

Where students fail to pay the required amount set out in their Fee Payment Agreement, they may have their enrolment suspended or cancelled 28 days after the amount is due. Late payment penalties will apply for students who have entered into a Fee Payment Agreement, which will be set out in the Fee Payment Agreement.

2. Other Fees

Prospective students are informed of any other fees that may be associated with their course. These may include re-assessment fees, re-issuing of certificate as per the itemised statement of fees located below in section **6. Non-Tuition Fees and Charges**, on Lyons College's website, in the Statement of Fees and in the other material which they are provided at their initial course enquiry.

Students are further reminded of 'other fees' at the time of the enrolment as per the Statement of Fees they are provided to which they must sign and date. Any changes to these fee amounts are also advised in writing to both the student's registered address and further by email no less than two calendar months prior to the fee change becoming effective. This corresponds to the information provided on the website and in the Student Handbook.

3. Domestic Students

Once domestic student has accepted the offer of admission to Lyons College, they are required to pay the minimum deposit as set out in the Letter of Offer. This needs to be as cleared funds in the nominated Lyons College bank account.

Tuition fees must be paid on commencement of the course with due dates outlined in the Letter of Offer and Student Agreement. Tuition fees do not cover charges for accommodation, living expenses, textbooks, stationery, equipment, and external examinations. If fees are not paid by the due date, late fees will be charged which will be outlined in the Student Agreement or Fee Payment Agreement.

If a student does not pay their fees on commencement of the course, they will be issued a Notification of Intention to Cancel Enrolment. The Notice will be sent via email only.

Students will have 20 working days to pay any outstanding fees in full or to appeal the decision to cancel their enrolment. If Lyons College has not received payment 20 working days after the Notification of Intention to Cancel Enrolment has been emailed, the student's enrolment may be cancelled.

If a student is experiencing difficulties paying their fees by the due date, they should speak to the Student Administration staff before the fee becomes overdue. Lyons College reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no Fee Payment Agreement has been signed.

In regard to refunds, please refer to the *Domestic Student Refunds Policy & Procedure*.

4. Commencing International Students

Once an international student has accepted the offer of admission to Lyons College, they are required to pay the minimum deposit as set out in the Letter of Offer. Lyons College will not issue a Confirmation of Enrolment (CoE) until the minimum deposit amount has been paid. This needs to be as cleared funds in the nominated Lyons College bank account. Lyons College will not access these funds until the student has commenced the course.

Tuition fees must be paid on commencement of the course with due dates outlined in the Letter of Offer and Student Agreement. Tuition fees do not cover charges for accommodation, living expenses, textbooks, stationery, equipment, and external examinations. If fees are not paid by the due date, late fees will be charged which will be outlined in the Student Agreement or Fee Payment Agreement.

If a student does not pay their fees on commencement of the course, they will be issued a Notification of Intention to Cancel Enrolment. The Notice will be sent via email only.

Students will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel their enrolment. If Lyons College has not received payment 20 working days after the Notification of Intention to Cancel Enrolment has been emailed, the student's enrolment may be cancelled.

If a student is experiencing difficulties paying their fees by the due date, they must speak to the Student Administration staff before the fee becomes overdue. Lyons College reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no Fee Payment Agreement has been signed.

In regard to refunds, please refer to the *International Student Refunds Policy & Procedure*.

5. Continuing International Students

Tuition fees must be paid on the commencement of the course with the due date outlined in the Letter of Offer and Student Agreement. Tuition fees do not cover charges for accommodation, living expenses, textbooks, stationery, equipment, and external examinations. If fees are not paid by the due date, late fees will be charged which will be outlined in the Student Agreement or Fee Payment Agreement.

If a student does not pay their fees prior to the commencement of the course study period, they will be issued a Notification of Intention to Cancel Enrolment. The Notice will be sent via email only.

Students will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel their enrolment. If Lyons College has not received payment 20 working days after the Notification of Intention to Cancel Enrolment has been emailed, the student's enrolment may be cancelled.

If a student is experiencing difficulties paying their fees by the due date, they must speak to the Student Administration staff before the fee becomes overdue. Lyons College reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no Fee Payment Agreement has been signed.

Students will not be allowed to request a deferral, suspension or transfer unless all fees are paid. This includes the deposit payable for their principle course.

In regard to refunds, please refer to the *International Student Refunds Policy & Procedure*.

6. Non-Tuition Fees and Charges

Fee Type	Description	Amount AU\$
Enrolment Fee	Payable upon acceptance of an offer of admission (May be waived at Lyons College's discretion)	\$250.00
Processing Fee	Service fee for international student's application processing.	\$250.00
Material Fee	Payable upon acceptance of an offer of admission (May be waived at Lyons College's discretion)	\$300.00
Change of Course Fee	Payable upon acceptance of a change of course to a different discipline or level.	\$300.00
Reassessment Fee	Payable on student having their study outcomes reassessed	\$50.00
Reinstatement Fee	Payable when a student's enrolment has been suspended due to non-payment of tuition fees	\$300.00
Deferral of Study Fee (for prospective student's first time deferment only)	Payable when a student's enrolment has been deferred	\$0.00
Deferral of Study Fee (for prospective student, from second time deferment)	Payable when a student's enrolment has been deferred (May be waived at Lyons College's discretion)	\$250.00
Deferral of Study Fee (for existing/enrolled students)	Payable when a student's enrolment has been deferred	\$250.00

Suspension Fee	Payable when a student's enrolment has been suspended	\$250.00
Replacement Testamur	Payable when there is any outstanding balance remaining for tuition fees as stipulated in the Student Agreement or Fee Payment Agreement.	1 to 7 days : \$150 8 to 14 days : \$300 15 to 21 days : \$450 22 to 28 days : \$600
Replacement Statement of Attainment	Payable when a student requests a replacement Statement of Attainment	\$25.00
Replacement Testamur	Payable when a student requests a replacement Testamur	\$50.00
English Placement Test	Payable when student takes the English Placement Test	\$50.00
Printing and Photocopying	Payable by student for printing and photocopying using their PaperCut account	A4 Black and white single sided : \$0.10 A4 Black and white double sided : \$0.14 A4 Colour single sided : \$0.50 A4 Colour double sided : \$0.70 A3 Black and white single sided : \$1.00 A3 Black and white double sided : \$1.50 A3 Colour single sided : \$2.00 A3 Colour double sided : \$3.00

7. Complaints and Appeals

Students who dispute fees or charges, or who are not satisfied with a course of action taken by Lyons College, can access the *Student Complaints and Appeals Policy and Procedure*.

HE Monitoring Review and Improvement Procedure

Purpose

This Procedure sets out how Lyons College ensures that it meets the requirements of Standard 2.2.3 and Standard 5.3.7 of the *Higher Education Standards Framework (Threshold Standards) 2015*.

Scope

This Procedure applies to all Lyons College staff and for all higher education courses of study offered by Lyons College.

Background

The *Higher Education Standards Framework (Threshold Standards) 2015* has certain requirements for assuring institutional quality through monitoring, review and improvements. Specifically, Standard 5.3.7 states:

The results of regular interim monitoring, comprehensive reviews, external referencing and student feedback are used to mitigate future risks to the quality of the education provided and to guide and evaluate improvements, including the use of data on student progress and success to inform admission criteria and approaches to course design, teaching, supervision, learning and academic support.

Furthermore Standard 2.2.3 states:

Participation, progress, and completion by identified student subgroups are monitored and the findings are used to inform admission policies and improvement of teaching, learning and support strategies for those subgroups.

Procedure

1. Monitoring

1.1. Collection and Reporting of Data

The Administration Manager will provide reports as per this Procedure. The reports will be provided in electronic copy and where required; hard copies will be available. The data shall be drawn from the Learning Management System (Moodle) and Student Management System (Wisenet).

The regular reports must be provided to the Course Coordinator and Dean within ten (10) business days of the commencement of a new semester. Where results or data is pending, this must be noted in the report.

The Course Coordinator, Dean, Learning and Teaching Committee (LTC) or Academic Board (AB) may request additional data or reports containing more detailed breakdown of the data. The Administration Manager must provide the requested reports and data where available.

1.1.1. Admissions and New Commencement Data

The Administration Manager must provide a report to the Dean and the Learning and Teaching Committee on all new student commencements for every semester. The report must include the following data for all students:

- **Commencements**- the number of students commencing a higher education course or higher education unit.
- **Progression**- the proportion units passed from commencing students.
- **Completion**-the proportion of students completing the course.

1.1.2. Continuing Student Data

The Administration Manager must provide a report to the Dean and the Learning and Teaching Committee on all continuing students for every semester. The report must include the following data for all students:

- **Continuations**- the number of students continued to be enrolled in a higher education course or higher education unit.
- **Progression**- the proportion units passed from continuing students.
- **Completion**-the proportion of students completing the course.

1.1.3. Under-represented and Disadvantaged Groups Data

The Administration Manager must provide a report to the Dean and the Learning and Teaching Committee on all commencing and continuing students who are recognised as being from an under-represented or disadvantaged background, including people of Aboriginal and Torres Strait Islander background, each semester. The report must include the following data for all students:

- **Access**- the number of under-represented or disadvantaged background students commencing a higher education course or unit as a proportion of all commencing domestic undergraduate students.
- **Participation**- the number of under-represented or disadvantaged background students enrolled as a proportion of all domestic undergraduate students enrolled.
- **Retention**- the number of under-represented or disadvantaged background students re-enrolling at Lyons College in a given year as a proportion of the domestic undergraduate students who were enrolled in the previous year, minus those students who have completed their course.
- **Success**- for each under-represented or disadvantaged background group, the number of units passed within a year as a proportion of the total units in which they were enrolled.
- **Completions**- the number of students from an under-represented or disadvantaged background who complete a course in a given year as a percentage of completions by all domestic undergraduate students.

The data in this report must be presented as comprehensive data which includes all students from an under-represented or disadvantaged background as an overall group

as well as breaking the data down into each defined sub-group.

2. Review

2.1. Academic Staff Review

The Course Coordinator and the Dean will analyse the various reports and provide a report to the LTC. The LTC will review qualitative and quantitative data and identify specific actions and strategies which aim to improve admissions policies, course design, teaching, supervision, learning and the provision of academic and other support.

2.2. LTC Review

The LTC will provide a report to the AB outlining its analysis and findings of the reported data. The report will include suggested actions and strategies to improve admissions policies, course design, teaching, supervision, learning and the provision of academic and other support.

2.3. AB Review

The AB will consider the reports and data along with the report from the LTC. The AB will determine which actions and strategies they will endorse. The AB will then instruct the LTC to carry out or put in the place the approved actions and strategies.

2.4. Board Oversight

The AB must provide a report to the Board which covers the data, analysis of the data and any actions and strategies implemented. This is to assist the Board fulfil its obligation to have academic oversight of Lyons College.

3. Continuous Improvement

Each semester, these reports will be provided, and the above process followed. Where actions and strategies have been approved by the AB and implemented, the effectiveness of these actions strategies must be considered at stages 2.1, 2.2 and 2.3 (and in particular any further action considered appropriate by the Board of Directors).

As part of the overall commitment to quality assurance and continuous improvement, Lyons College will use the data and reports outlined above to inform:

- admission criteria and the *Admissions Policy and Procedure*
- approaches to course design
- teaching and learning
- supervision
- the provision of academic and other support

Health and Safety Policy (Staff and Student)

Purpose

This Policy sets out how Lyons College will deal with the health and safety on campus.

Scope

This Policy applies to Lyons College students, staff, contractors and visitors.

Policy

Lyons College values the health and safety of its students, staff, contractors and visitors. Along with this, Lyons College acknowledges the obligation to protect the health and safety of anyone on campus or at a location controlled by Lyons College at all times.

Occupational health and safety laws, at the State and Federal level, also place a duty of care on Lyons College to ensure the health and safety of anyone on campus.

Ensuring health and safety is not just the responsibility of Lyons College, but must be shared with students, staff, contractors and visitors. Students, staff contractors and visitors are expected to take reasonable care for their own health and safety and refrain from actions which may put themselves or others at risk.

Lyons College will:

- Reduce health and safety risks through documented processes of hazard identification, assessment, implementation and review of controls
- Investigate all reported risks or incidents
- Ensure health and safety risks or incidents which are identified and reported are subject to a risk assessment evaluation in a timely manner
- Monitor, report and respond to any risks or incidents which have been investigated
- Ensure all staff receive health and safety training on induction
- Ensure that students are informed of health and safety requirements and obligations on orientation
- Inform students, staff, contractors and where practicable, visitors of any updates or changes to health and safety matters
- Ensure financial and physical resources are available to ensure effective health and safety measures are in place

Students, staff contractors and visitors are expected to:

- Act in a manner that does not put themselves or others at risk
- Report any issues which may be a health and safety risk in a timely manner
- Report any incidents where there has been injury to any person on campus immediately
- Report any alleged bullying, harassment or discrimination they are aware of

International Student Deferral, Suspension and Cancellation Policy and Procedure

Purpose

This Policy sets out how Lyons College will deal with international students who request to defer or suspend their enrolment in a VET or higher education course of study.

Scope

This Policy applies to all international students wishing to defer or suspend their VET or higher education course of study with the intention to recommence.

Deferral Policy and Procedure

Deferral of enrolment is when a student has been granted admission to a VET or higher education course of study at Lyons College, but has not yet commenced.

International students may apply for deferral of their enrolment for a maximum of three (3) months. Students must complete the Deferral or Suspension of Enrolment Request Form and provide evidence to support their application. The completed form and evidence must be provided to the Student Administration Team. Applications for deferral must be submitted prior to the course commencement date.

International students may request to defer commencement of their course in the following circumstances:

- on the grounds of compassionate or compelling circumstances; or
- delays in the granting of their student visa.

Compassionate and compelling circumstances are events or occurrences beyond the control of the student which impacts their wellbeing and/or their ability to meet the course progress requirements. The following may be considered as a range of circumstances which might be deemed compassionate and compelling for the purposes of deferral of commencement:

- Illness or injury of the student (medical evidence that student is unable to attend classes will be required)
- Death or serious illness of an immediate family member (evidence of death or serious illness of immediate family member will be required)
- Major political upheaval or natural disaster in the home country requiring emergency travel
- Traumatic event or incident causing severe distress to the student (evidence will be required such as police reports and/or mental health professional report/diagnosis)
- Lyons College is unable to deliver a required unit of study

The CEO, Dean or the Administration Manager will decide whether to grant the deferral of commencement. The decision maker will provide the outcome of the application in writing within five (5) business days of receiving the complete application form and supporting documents.

In considering an application for deferral the decision maker will take into account a number of factors including:

- the impact on the student's duration of study;
- whether intervention or other support strategies are needed to ensure that the student completes the course on time or whether an extension of duration is needed;
- the purpose and period of the deferral;
- the reliability of the evidence presented with the application;
- the frequency that the student has previously sought deferral;
- the timing of the request and whether it coincides with proposed reporting for breach of visa conditions

If the deferral of commencement is approved and it affects the student's expected completion date shown on their Confirmation of Enrolment (CoE), the student will receive a new CoE and will have to sign a new Student Agreement to reflect the applicable changes.

Where a request for deferral is not approved, the student will be required to attend their scheduled classes and complete their assessment tasks. Students can appeal the initial decision under the Student Complaints *and Appeals Policy and Procedure* within twenty (20) business days of receiving the outcome in writing from Lyons College.

Lyons College will maintain a record of all decisions made in the International Student Transfer, Deferral and Suspension Register. Lyons College will retain this information for at least five (5) years from the time the students ceases being a student.

Where a deferral is granted, Lyons College will inform the international student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa.

Where a deferral is granted which changes the completion date on the CoE, Lyons College will report the change to the overseas student's enrolment under section 19 of the ESOS Act on the PRISMS system.

Student Initiated Suspension Policy and Procedure

Suspension of enrolment is when an international VET or higher education student has commenced study at Lyons College, and they wish to place their enrolment on hold temporarily. Applications for temporary suspension of enrolment will only be considered where the student has paid full fees for the course.

International students may apply for temporary suspension of their enrolment for a maximum period of three (3) months. Students must complete the Deferral or Suspension of Enrolment Request Form and provide evidence to support their application. The completed form and evidence must be provided to the Student Administration Team.

International students may request to suspend their enrolment of a VET or higher education course in the following circumstances:

- on the grounds of compassionate or compelling circumstances; or
- delays in the granting of their student visa (where the student has applied on shore).

Compassionate and compelling circumstances are events or occurrences beyond the control of the student which impacts their wellbeing and/or their ability to meet the course progress requirements. The following may be considered as a range of circumstances which might be deemed compassionate and compelling for the purposes of student initiated suspension:

- Illness or injury of the student (medical evidence that student is unable to attend classes will be required)
- Death or serious illness of an immediate family member (evidence of death or serious illness of immediate family member will be required)
- Major political upheaval or natural disaster in the home country requiring emergency travel
- Traumatic event or incident causing severe distress to the student (evidence will be required such as police reports and/or mental health professional report/diagnosis)
- Lyons College is unable to deliver a required unit of study

The CEO, Dean or the Administration Manager will decide whether to grant the temporary suspension of enrolment. The decision maker will provide the outcome of the application in writing within five (5) business days of receiving the complete application form and supporting documents.

In considering an application for suspension, the decision maker will take into account a number of factors including:

- the impact on the student's duration of study;
- whether intervention or other support strategies are needed to ensure that the student completes the course on time or whether an extension of duration is needed;
- the purpose and period of the deferral;
- the reliability of the evidence presented with the application;
- the frequency that the student has previously sought deferral;
- the timing of the request and whether it coincides with proposed reporting for breach of visa conditions

If the temporary suspension is approved and it affects the student's expected completion date shown on their Confirmation of Enrolment (CoE), the student will receive a new CoE and will have to sign a new Student Agreement to reflect the applicable changes.

Where a request for temporary suspension is not approved, the student will be required to attend their scheduled classes and complete their assessment tasks. Students can appeal the initial decision under the Student Complaints and Appeals Policy and Procedure within ten (10) business days of receiving the outcome in writing from Lyons College.

Lyons College will maintain a record of all decisions made in the International Student Transfer, Deferral and Suspension Register. Lyons College will retain this information for at least five (5) years from the time the student ceases being a student.

Where a student initiated suspension is granted, Lyons College will inform the international student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa.

Where a student initiated suspension is granted which changes the completion date on the CoE, Lyons College will report the change to the overseas student's enrolment under section 19 of the ESOS Act on the PRISMS system.

Lyons College Initiated Suspension and Cancellation Policy and Procedure

Lyons College may suspend an international student's enrolment due to non-payment of fees as required in the Student Agreement, or where the student breaches Lyons College Policies and/or Code of Conduct. Suspensions and cancellations will be initiated by Lyons College after consideration of all of the evidence presented.

Grounds for suspension or cancellation of the international student's enrolment include, but are not limited to:

- serious misconduct by the student;
- bullying and/or harassment conducted by the student;
- the student's failure to pay an amount required to Lyons College as set out in their Student Agreement or Fee Payment Agreement; or
- a breach of course progress requirements by the international student which must occur in accordance with Standard 8 (Overseas student visa requirements).

Compassionate and compelling circumstances are events or occurrences beyond the control of the student which impacts their wellbeing and/or their ability to meet the course progress requirements. The following may be considered as a range of circumstances which might be deemed compassionate and compelling for the purposes of Lyons College initiated suspension and/or cancellation:

- Illness or injury of the student (medical evidence that student is unable to attend classes will be required)
- Death or serious illness of an immediate family member (evidence of death or serious illness of immediate family member will be required)
- Major political upheaval or natural disaster in the home country requiring emergency travel
- Traumatic event or incident causing severe distress to the student (evidence will be required such as police reports and/or mental health professional report/diagnosis)
- Lyons College is unable to deliver a required unit of study

Before imposing a suspension or cancellation of enrolment, Lyons College will:

- inform the student of the intention and the reasons for doing so, in writing; and
- advise the student of their right to appeal through Lyons College's internal complaints and appeals process within 20 business days.

When any suspension or cancellation action is taken, Lyons College will:

- inform the student of the need to seek advice from the Department of Home Affairs on the potential impact on their visa; and
- report the change to the student's enrolment on PRISMS under section 19 of the ESOS Act.

The suspension or cancellation of the student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing of others is likely to be at risk.

If the student's appeal is successful that is, the decision is made not to cancel or suspend the student's enrolment; the student will be placed on an Intervention Strategy to ensure that the behaviour/breach is not repeated. Students will then be counselled as to the consequences of a suspension or cancellation of their enrolment should the issue continue.

Lyons College will maintain a record of all decisions made in the International Student Transfer, Deferral and Suspension Register. Lyons College will retain this information for at least five (5) years from the time the students ceases being a student.

Where a Lyons College initiated suspension is made, Lyons College will inform the international student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa.

Where a Lyons College initiated suspension is made which changes the completion date on the CoE, Lyons College will report the change to the overseas student's enrolment under section 19 of the ESOS Act on the PRISMS system.

International Student Deferral or Suspension of Enrolment Request Form

Instructions to students:

Please complete all relevant sections of this form and attach any evidence you think is required.

Please submit the completed Form and required evidence in person to Student Administration or email it to admissions@lyons.edu.au

Student Details			
Student ID (if known)		Title	
Surname		Date of Birth	
First Name		Nationality	
Contact Details			
Email Address		Email Address 2	
Mobile Phone		Home Phone	
Home Address			
Number and Street			
Suburb		State	
Postcode		Country	
Course Details			
Name of Course			
Course Code			
Commencement Date			
Deferral or Suspension of Enrolment			
I want to	<input type="checkbox"/> Defer commencement	<input type="checkbox"/> Temporarily suspend enrolment	
From Date		Return Date	
<p>Please note that a request for deferral or suspension of enrolment is for a maximum period of three (3) months.</p>			
Reason for Deferral or Suspension (please tick one)			
<input type="checkbox"/> Compassionate Reasons		<input type="checkbox"/> Delay in granting of student visa	
<input type="checkbox"/> Other (Provide Details)			
Student Declaration (please tick all to acknowledge you have read and under these)			
<p><input type="checkbox"/> I understand that by completing and signing this form, I am requesting a deferral or suspension of my enrolment from my studies at Lyons College.</p> <p><input type="checkbox"/> I understand that if the deferral or suspension is approved, I may be issued a new Confirmation of Enrolment and be required to sign a new Student Agreement.</p> <p><input type="checkbox"/> I understand that if the deferral or suspension is not approved, I will be required to attend my scheduled classes and complete my assessment tasks.</p>			
Signature (Student)		Date:	

International Student Framework

Purpose

The purpose of the *International Student Framework* is to outline how Lyons College ensures that institutional Policies and Procedures in relation to giving of information and advice to international students holding or applying for Australian student visas and decisions taken in relation to such students comply with all statutory requirements.

Scope

This Framework applies to all Lyons College staff and students.

Statutory Requirements

Lyons College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS is the publicly available Australian Commonwealth Government database that lists all Australian education providers that offer courses to people studying in Australia on student visas and the approved courses that they can offer.

Lyons College's CRICOS Provider Code is 03578M.

To obtain and maintain CRICOS registration, Lyons College is required to demonstrate that it is compliant with the following requirements:

- *The Education Services for Overseas Students Act 2000 (Cth) (ESOS Act)*
- *The Education Services for Overseas Students Regulations (2001)*
- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*
- *The Education Services for Overseas Students (Registration Charges) Act 1997*
- *The Education Services for Overseas Students (TPS Levies) Act 2012*

As well as the above international student focussed requirements, Lyons College is required to demonstrate its ongoing compliance in relation to its registration as a vocational education and training provider with the Australian Skills Quality Authority (ASQA) and a higher education provider with the Tertiary Education Quality and Standards Agency (TEQSA). To obtain and maintain these registrations, Lyons College is required to demonstrate that it is compliant with the following requirements:

- *The National Vocational Education and Training Regulator Act 2011 (Cth)*
- *The Standards for Registered Training Organisations (RTOs) 2015*
- *The Tertiary Education Quality and Standards Agency Act 2011 (Cth)*
- *The Higher Education Standards Framework (Threshold Standards) 2015*

Lyons College is responsible at all times for its compliance with the all of the above statutory requirements which apply to international students.

Policies and Procedures

To ensure information and advice given to international students holding or applying for an Australian student visa and decisions taken in relation to such students meet statutory requirements, Lyons College has in place the following Policies and Procedures:

- Academic Documentation, Conferral of Awards and Graduation Policy
- Academic Integrity Policy
- Academic Misconduct Framework
- Access and Usage of Resources Policy
- Admissions Policy and Procedure (HE)
- Assessment & Moderation Policy
- Bullying, Harassment and Discrimination Policy
- Code of Conduct
- Course Progression and At Risk Student Policy and Procedure (VET and HE)
- Credit and Recognition of Prior Learning Policy and Procedure (VET and HE)
- Diversity and Equity Policy
- Enrolment Policy (HE)
- Feedback Policy and Procedure
- Fees and Charges Policy (VET and HE)
- Freedom of Intellectual Inquiry Policy
- Health and Safety Policy (Staff and Student)
- International Education Agent Policy
- International Student Deferral, Suspension and Cancellation Policy and Procedure
- International Student Orientation Policy and Procedure
- International Student Refund Policy and Procedure
- International Student Transfer and Withdrawal Policy and Procedure
- Library Policy
- Marketing and Student Recruitment Policy
- Privacy Policy
- Records Management, Data and Information Security Policy
- Student Complaints and Appeals Policy and Procedure
- Student Support, Welfare and Wellbeing Policy and Procedure
- Training and Assessment Strategy (TAS) Development Policy and Procedure
- Transition of VET Training Products Delivery Policy and Procedure

Obligations to International Students and Prospective International Students

Marketing, recruitment and education agents

Under the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*, Lyons College is required to ensure that the marketing of its programs is not false or misleading and is consistent with Australian Consumer Law.

Lyons College must also recruit students responsibly, ensuring students are appropriately qualified for the program in which they seek enrolment, and provide sufficient information to enable prospective students to make informed decisions about studying at Lyons College and in Australia.

Lyons College's CRICOS registered name and Provider Number 03578M must appear on all material (both in print and electronic) produced for distribution for the purposes of providing or offering to provide a program to an overseas student, inviting a student to undertake or apply for a program, or indicating it is willing or able to provide a program to overseas students. Individual program CRICOS codes must also be included on any documentation that makes reference to a CRICOS registered program.

Lyons College does not use education agents to recruit international students.

The following Policies and Procedures ensure that these statutory requirements are met:

- Marketing and Student Recruitment Policy

CRICOS registration, formalisation of enrolment and visa requirements including, monitoring course progress and completion within expected duration of study

International students on a Student visa may not be enrolled in programs that are not CRICOS registered. Programs must meet specific requirements in terms of duration and delivery in order to be registered on CRICOS. Changes to programs may affect the CRICOS registration for that program.

International students on student visas are required to complete their course within the expected duration of the course as registered on CRICOS. The ESOS Act requires that Lyons College ensures onshore international students are enrolled in the correct load according to the requirements of their student visa, which means that international students will generally be enrolled on a full-time basis.

International students on a Student visa must meet minimum course progress standards, or risk being reported to the Department of Home Affairs (DHA) which may place the validity of the visa at risk. Lyons College must ensure an intervention strategy is implemented to identify and support students who are at risk of failing to meet minimum program progress standards.

The following Policies and Procedures ensure that these statutory requirements are met:

- Admissions Policy and Procedure (HE)
- Course Progression and At Risk Student Policy and Procedure (VET and HE)
- Credit and Recognition of Prior Learning Policy and Procedure (VET and HE)
- Enrolment Policy (HE)

The provision of these and the balance of the policies and procedures, the Student Handbook, the Orientation materials and program and the website all go to ensuring that required and necessary information is provided to international students that fall within this category, and further that decisions taken in relation to such students meet statutory requirements.

Deferment, suspension or cancellation

International students on a student visa are not able to take a deferment or suspension of studies in the same way as domestic students can. A deferral or suspension may only be granted to an international student on a student visa in limited circumstances including where Lyons College deems compassionate or compelling circumstances apply; and on the basis of misbehaviour by the student.

- International Student Deferral, Suspension and Cancellation Policy and Procedure

Complaints and appeals

Under the various statutory requirements, international students have the right to access an appropriate internal complaints and appeals process. This requirement is satisfied by the below grievance policies:

- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure

Students who are not satisfied with the outcome arising from Lyons College's internal complaints and appeals process, may refer their appeal or complaint to a relevant external agency. In addition, the availability of complaints and appeals processes does not affect the rights of a student to take action under Australian Consumer Law if the Australian Consumer Law applies.

Overseas student transfers

International students may not be permitted to transfer between registered providers within the first six months of their principal course of study unless they meet specific criteria. This is dealt with in the following Policy and Procedure:

- International Student Transfer and Withdrawal Policy
- International Student Transfer and Withdrawal Procedure

International Student HE Monitoring, Course Progression and Course Duration Procedure

Purpose
This Procedure sets out the process for Lyons College to monitoring international student progress and course duration.
Scope
This Procedure applies to all international students studying higher education units and courses.
Procedure
<p>1. Lyons College will monitor international students' course progress for each course in which the international student is enrolled. This will be done through the <i>HE Course Progression and At Risk Student Policy and Procedure</i>.</p>
<p>2. The expected duration of study specified in the International student's CoE must not exceed the CRICOS registered duration.</p>
<p>3. Lyons College will monitor the progress of each international student to ensure the international student is in a position to complete the course within the expected duration specified on the international student's CoE. This will be done through the <i>HE Course Progression and At Risk Student Policy and Procedure</i>.</p>
<p>4. The <i>HE Course Progression and At Risk Student Policy and Procedure</i> is the implemented and documented policy and process which identifies, notifies and assists an international student at risk of not meeting course progress requirements. Where there is evidence from the international student's assessment tasks, participation in tuition activities or other indicators of academic progress, the international student may be identified as being at risk of not meeting the course progress requirements.</p> <p>The <i>HE Course Progression and At Risk Student Policy and Procedure</i> specifies:</p> <ul style="list-style-type: none"> ➤ the requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course ➤ the processes to address misconduct and allegations of misconduct ➤ the processes for recording and assessing course progress requirements ➤ the processes to identify international students at risk of unsatisfactory course progress ➤ the details of Lyons College's intervention strategy to assist international students at risk of not meeting course progress requirements in sufficient time for those international students to achieve satisfactory course progress ➤ the processes for determining the point at which the international student has failed to meet satisfactory course progress.

5. Lyons College clearly outlines and informs international students before they commence the course of the requirements to achieve satisfactory course progress. This is done through the International Student Orientation Policy and Procedure.

Reporting unsatisfactory course progress or unsatisfactory course attendance

6. Where Lyons College has assessed the international student as not meeting course progress requirements, the international student will receive a written notice as soon as practicable which:
 - notifies the international student that Lyons College intends to report the international student for unsatisfactory course progress
 - informs the international student of the reasons for the intention to report
 - advises the international student of their right to access Lyons College’s complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

7. Lyons College must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports Lyons College, or
 - the international student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the international student has chosen not to access the external complaints and appeals process, or
 - the international student withdraws from the internal or external appeals processes by notifying Lyons College in writing.

Allowable extensions of course duration

8. Lyons College must not extend the duration of the international student’s enrolment if the international student is unable to complete the course within the expected duration, unless:
 - there are compassionate or compelling circumstances, as assessed by Lyons College on the basis of demonstrable evidence, or
 - Lyons College has implemented, or is in the process of implementing, an intervention strategy for the international student because the international student is at risk of not meeting course progress requirements, or
 - an approved deferral or suspension of the international student’s enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the international student’s enrolment).

9. If Lyons College extends the duration of the student's enrolment, Lyons College must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

International Student Orientation Policy

Purpose

This Policy sets out how Lyons College will conduct an orientation program for international students.

Scope

This Policy applies to all Lyons College international students.

Policy

Lyons College considers international students to be any student falls under the definition of an overseas student (a person, whether within or outside Australia, who holds a student visa).

Lyons College undertakes activities to welcome international students by organising an orientation program prior to the commencement of their course, taking into consideration the cultures, backgrounds and countries of the students.

The orientation program is intended to provide the international students with an introduction to living in Australia as a student to assist the student transition successfully and ensure their success during the time of their study with Lyons College.

This Policy sets out the framework for Lyons College's orientation program which includes:

- Providing an introduction to students about studying at Lyons College and living in Australia.
- Providing information about medical and emergency services, complaints and appeal processes and legal services in Victoria.
- Providing details to the students about accessing student support services, study support and English language support at Lyons College.
- Providing a campus tour which includes introduction to campus facilities, teaching staff, student resources and campus surroundings.
- Providing students information sessions about the course requirements and attendance expectation at Lyons College.
- Providing students with information regarding visa conditions and the students' obligations under their visa conditions including course progress requirements
- Providing students information sessions about Lyons College's academic staff, the details of which academic staff will be teaching which units, the contact details for the academic staff and the availability of academic staff outside of scheduled class hours.
- Provide all students with an introductory session related to Academic Integrity and Academic Misconduct. This will involve a 2 hour workshop where students are provided the *Academic Integrity and Academic Misconduct Policy* and the *Academic Integrity and Academic Misconduct Procedure* and given an explanation of Lyons College's expectations about these matters.

- Providing students with copies and an overview of all relevant Policies and Procedures to ensure that they are aware of their rights, obligation and the expectations of Lyons College.
- Introduce the Student Representatives (SR) for VET and higher education and explain the role of the SRs for providing assistance, guidance, mentoring and advocacy for students.
- Providing students an awareness about their employment rights, workplace safety and workplace issue resolution by discussing the role and functions of Fair Work Ombudsman.
- Organising additional orientation sessions for students who arrive late to ensure students don't miss important information.
- Providing all the listed services and programs to assist international students at no additional cost.
- Ensuring students achieve expected learning outcomes from their course by providing adequate support services and appropriate course advice.
- Ensuring students have access to Learning Management System enabling international students to manage their course plan and access important documents online.
- Designating sufficient staff members equipped with updated details of Lyon College's support services to be the direct point of contact for the international students.
- Ensuring that staff interacting with the students are aware about Lyons College's obligations under the Education Services for Overseas Students framework and the potential implications for students arising from exercising these obligations.

The Student Orientation Procedure outlines the procedure to ensure an effective orientation program.

International Student Orientation Procedure

Purpose

This Procedure sets out the process of Lyons College to ensure an effective orientation for International Students.

Scope

This Procedure applies to all Lyons College international students.

Procedure

Lyons College considers international students to be any student falls under the definition of an overseas student (a person, whether within or outside Australia, who holds a student visa).

Lyons College has a particular emphasis on organising a well-planned orientation program in order to welcome international students and help them to adapt to study in Australia.

Lyons College endeavours to ensure that international students have a clear understanding of how to undertake their studies and manage their stay while in Australia.

Prior to Orientation Day:

1. When advising students about the issuance of the Confirmation of Enrolment (CoE), advise them that they must attend enrolment appointments and provide them with the expected date of enrolment appointment. If the student is unable to attend on that date, the student must advise Lyons College when they can attend an enrolment appointment. For the enrolment appointment, the student is advised to report to the reception of Lyons College and provide copies of their documents, including their passport, CoE, offer letter, signed student agreement and current address and contact details.
2. Lyons College staff will check and confirm enrolment and take copies of all relevant documents.
3. Lyons College will inform the students about the date and time of the orientation along with the list of documents they are required to bring.
4. Lyons College will send orientation invitation emails to students and also calls them to confirm their contact details.

Orientation Day:

1. Confirm student enrolment by checking student documents including:

- Passport
- Letter of Offer
- Student Agreement
- CoE

Update the student database along with their current address and contact details.

2. Complete registration, issue student IDs and provide orientation handouts to students.
3. Ask the students to assemble in the room scheduled for the orientation.
4. Introduce the Administration Manager (or delegate) to students and explain that they are the designated member of staff to be the official point of contact for international students.
5. Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents, with the key contacts being the Administration Manager, the CEO and any of the Student Administration Team.
6. Begin the orientation by briefing the students about studying and living in Australia including:
 - Emergency and health services
 - Transportation
 - Banking services
 - Accommodation
 - Legal requirements and services
 - Support agencies
 - Employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
 - Provide overseas students with general information on safety and awareness relevant to life in Australia including referrals to the following links:
 - <https://www.police.vic.gov.au/your-safety>
 - <https://www.studymelbourne.vic.gov.au/help-and-support/some-tips-for-staying-safe>
 - <https://www.ptv.vic.gov.au/more/travelling-on-the-network/travelling-safely/safety-you-can-see/>

7. Explain to students their visa details and requirements, outcomes and consequences of breaching the visa requirements and the process after breach of visa requirements.
8. Introduce students to Lyons College and its workings including:
 - Student resources
 - Academic staff, the details of which academic staff will be teaching which units, the contact details for the academic staff and the availability of academic staff outside of scheduled class hours
 - Evaluation process and assignments
 - Course progress requirements
 - Student support services including services available to assist overseas students to help them adjust to study and life in Australia
 - Services and facilities at Lyons College
9. Introduce the Student Representatives (SR) for VET and higher education and explain the role of the SRs for providing assistance, guidance, mentoring and advocacy for students. Explain that the SRs duties include:
 - attending scheduled Academic Board meetings and participate in decision making as a Member of the Academic Board (for higher education SR)
 - providing accurate feedback to the student body on the proceedings of the Academic Board (for higher education SR)
 - being available to listen to student views and concerns, and actively represent them in an objective and accurate manner
 - providing independent support, advice and advocacy to students free of charge
 - maintaining confidentiality and independence when representing students
 - providing independent support, advice and advocacy to students in relation to Lyons College's *Student Complaints and Appeals Policy and Procedure*, Academic Misconduct and Non-Academic Misconduct
 - providing independent support, advice and advocacy for students to resolve misunderstandings or disputes with Lyons College or other students
 - acting in the overall best interests of students with regard to Lyons College's Policies and Procedures
 - acting as a reference point to clarify and explain Lyons College's Policies and Procedures to students
 - raising student concerns with Lyons College

10. Provide the students with copies of, and an overview of, all relevant Policies and Procedures and outline to them their rights, obligation and the expectations of Lyons College. VET students and higher education students will receive copies if the Policies and Procedures relevant to their course.

These documents can be provided to the students in hard copy, electronic copy or by providing links to the relevant documents. The Policies and Procedures which must be provided includes:

- Academic Integrity and Misconduct Policy and Procedure
- Access and Usage of Resources Policy
- Bullying, Harassment and Discrimination Policy
- Code of Conduct
- Course Progression and At Risk Student Policy and Procedure (VET or HE)
- Credit and Recognition of Prior Learning Policy and Procedure (VET or HE)
- Critical Incidents and Business Continuity Policy and Plan
- Diversity and Equity Policy
- Feedback Policy and Procedure
- Fees and Charges Policy (VET or HE)
- Freedom of Intellectual Inquiry Policy
- Health and Safety Policy (Staff and Student)
- International Student Deferral, Suspension and Cancellation Policy and Procedure
- International Student Framework
- International Student Orientation Policy and Procedure
- International Student Refund Policy and Procedure
- International Student Transfer and Withdrawal Policy and Procedure
- Library Policy
- Privacy Policy
- Records Management, Data and Information Security Policy
- Student Complaints and Appeals Policy and Procedure
- Student Support, Welfare and Wellbeing Policy

11. Provide all students with an introductory session related to Academic Integrity and Academic Misconduct. This will involve a 2 hour workshop where students are provided the *Academic Integrity and Academic Misconduct Policy* and the *Academic Integrity and Academic Misconduct Procedure*.

Separate sessions will be held for VET and higher education students. These sessions will be run by Academic Staff to ensure that students are provided an overview of Lyons College's expectations relating to Academic Integrity and the potential outcomes for breaches of Academic Integrity or incidences of Academic Misconduct.

12. Discuss in detail the free services offered at Lyons College such as:

- English language support
- Academic support including study assistance programs and learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia
- Complaints and appeal process
- Campus facilities
- Resolving issues related to college
- Creating USI number (for VET students)
- Student contact officer
- Student assistance
- Course advice
- Explain to students that when they are provided relevant information or referrals as appropriate for assistance in relation to the services and programs, the provision or referral will be at no additional cost to them

13. Explain to the students in detail their course including:

- Course overview
- Unit descriptions
- Class timetable and session plans
- Required books
- Academic Staff
- Class start and end dates

14. Organise a campus tour to show students around the library, computer lab and classrooms.

15. Engage students in activities in order to provide a platform for the students to interact with each other.

International Student Refund Policy and Procedure

Purpose

This Policy sets out how Lyons College will deal with refund requests and in what circumstances and the amount of any refunds which may be granted for international students.

Scope

This Policy applies to all international students at Lyons College.

Relevant Legislation

1. ESOS Act 2000, Section 46D and 47E
2. Nation Code 2018- Standard 3
3. Higher Education Standards 1.1 Admissions
4. Standards for RTOs 2015 – Standard 5.3

Policy

Lyons College may pay a refund directly to the student if they paid the tuition fees. Where the tuition fees were paid by someone else on behalf of the student, Lyons College will pay the refund to that person.

Lyons College incurs costs in the recruitment, admission and enrolment of students. In particular, recruitment costs can be quite high and payable to third party agents upon receipt of a signed Student Agreement. To reflect this, certain costs may be recovered under this Policy, which are outlined in the refund percentage amounts.

Lyons College may provide a refund of tuition fees for any of the following circumstances:

- Provider default
- Visa rejection
- Student withdrawal

Lyons College will only pay a full refund in limited circumstances. The circumstances and amounts of refunds are set out below:

1. Provider Default

1.1. Provider default is considered when:

- 1.1.1. The course does not start on the agreed starting date, which is notified in the Letter of Offer; or
- 1.1.2. The course stops being provided after commencement and before it is completed; or
- 1.1.3. The course is not provided fully to the student because Lyons College has a sanction imposed by a government regulator.

1.2. If a program is cancelled and/or not offered, in accordance with sections 46A and 46D of the ESOS Act 2000, as amended, one of the following option will be offered:

1.2.1. Any unused portion of tuition fees paid by the student will be refunded, within two (2) weeks from the date of default; or

1.2.2. An alternate course or part course can be arranged at the providers' expense. If accepted by the student, the payment of the course fees will be paid to the alternate provider with two (2) weeks from the date of the notice of default;

1.2.3. If Lyons College is unable to provide a refund or provide an alternative course in accordance with the ESOS Act and National Code 2018, then the Tuition Protection Service (TPS) will assist students in finding an alternate course or obtain refunds if a suitable alternative course is not found. Further information regarding the TPS arrangements is provided at www.tps.gov.au

2. Visa Rejection

2.1. Where proof of a visa rejection is provided, a refund will be calculated as proscribed by section 47E of the ESOS Act 2000. In accordance with regulations, a full refund will be provided less:

2.1.1. \$500 or five percent of the total amount of pre-paid fees received for the course (Whichever is the lesser);

2.1.2. If the student has commenced study, the refund will be provided less the proportion of course money that Lyons College has received in respect of the student before the default day that is equal to the proportion of the course that was provided to the student before the default day.

2.2. Lyons College may grant no refund if the student's enrolment is cancelled or a student's visa or application for visa is cancelled or refused due to the actions of the student (i.e. fraudulent documentation)

2.3. All approved refunds will be paid within 28 days of receipt of refund application.

3. Student Withdrawal

3.1. Students may withdraw from their planned course of study in advance and receive a refund as outlined in the refund table that forms part of this document.

3.2. All refund requests must be made in writing.

4. Student Default

Lyons College will not refund a student in the event of the following student defaults:

4.1.1. a student breaches a condition of their student visa; or

4.1.2. the student breaches Lyons College's Code of Conduct or other Policy and their enrolment is cancelled; or

4.1.3. the course starts at the location and on the agreed starting date, but the student does not start the course on that day and has not previously withdrawn from the course; or

- 4.1.4. the student withdraws from the course after the agreed commencement date; or
- 4.1.5. unsatisfactory course progress or unsatisfactory attendance; or
- 4.1.6. an offer in a course was made based on false or fraudulent documentation; or
- 4.1.7. the student failed to pay an amount they were liable to pay the provider, directly or indirectly, in order to undertake the course.

4.2. Deferral

- 4.2.1. Where a student has been granted a deferral prior to commencement of a course or semester/term/trimester, tuition paid will be transferred to the subsequent study period.
- 4.2.2. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

5. Additional Information

- 5.1. Notwithstanding the above provisions, Lyons College may grant a refund of fees on compelling or compassionate grounds made known to the college in writing
- 5.2. This policy and the availability of the Lyons College Complaints and Appeals Policy does not remove from the student the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

6. Packaged Course Confirmation of Enrolments

- 6.1. A Package Course Confirmation of Enrolment (CoE) is when:
 - 6.1.1. a student has a CoE from another provider and intends to study at Lyons College after they complete the course at the other provider. Lyons College may provide a future CoE to the student subject to the successful completion of the course with the other provider. Or;
 - 6.1.2. A student is enrolled in consecutive courses at Lyons College and entry into the subsequent course is conditional on completion of the preceding course/s.
- 6.2. Students who are provided a Packaged Course CoE from Lyons College will be required to pay a non refundable application and/or packaging fee as well as a deposit for the first study period's tuition fees.

7. Overseas Health Cover

- 7.1. **All** applications for refunds must be made directly to the medical insurance company with which the student is a member.

The below table sets out the amount that Lyons College will refund in certain situations. These refunds relate only to Tuition Fees that are paid to Lyons College under the signed Student Agreement. Refund of Other Fees will depend on the third party provider and will need to be claimed directly from them by the student. No refund will be available for enrolment / administration or packaging fees unless required under applicable law.

Reason for Refund	Amount Refunded
Provider Default/Withdrawal	
If Lyons College is unable to provide the course at its campus prior to commencement.	100% of the tuition fees paid will be refunded
If incomplete information is supplied by the applicant and Lyons College withdraws the offer	100% of the tuition fees paid will be refunded, excluding the \$200 administration fee
If Lyons College withdraws the offer due to provision of false or fraudulent documents by student	No refund
Visa Rejection	
Visa unsuccessful prior to commencement	100% of of pre-paid fees paid by student minus \$500 or five percent of the total amount of pre-paid fees received for the course (whichever is the lesser)
Visa unsuccessful after commencement	The refund will be based on the following formula: 100% of tuition fees paid by student minus fees/commissions paid to international education agents divided by the number of weeks in a tuition fee period times by number of weeks after commencement
Visa unsuccessful prior to commencement due to provision of false or fraudulent documents by student	No refund
Student Withdrawal	
Student withdraws 28 days or more prior to course commencement	60% of the tuition fees paid for the course
Student withdraws less than 28 days prior to course commencement	No refund
Student withdrawal after course commencement	No refund

Student Default	
Breach of visa conditions or rules of the provider and the student is terminated	No refund
The Student fails to commence the Course on the agreed starting day for the Course (without withdrawal and a Student Visa has not been refused)	No refund
The Student withdraws from after commencing the VET course or Higher Education unit (where the Student Visa has not been granted)	No refund
Grant of Australian Permanent Residence to the Student (subject to satisfactory evidence) prior to the agreed starting day for the Course	Refund of all Course Fees received by Lyons College less any Application Fee and Administration Fees.
Grant of Australian Permanent Residence to the Student (subject to satisfactory evidence) prior to the agreed starting day for the Course	No refund for the Study Period in which Australian Permanent Residence is granted.
Deferment of Course for late Student Visa approval (subject to satisfactory evidence), if deferment is granted or obtained more than two weeks after the agreed starting day for the Course	Tuition fees to be credited towards the Study Period in which the Student commences study
Other deferment of Course	No refund of Tuition Fees. No credit of any Unspent Tuition Fees for the Study Period in which deferment is granted or obtained. Tuition Fees paid for any future Study Period(s) will be credited towards a future Study Period.
Other deferment of Course	No refund of Tuition Fees. No credit of any Unspent Tuition Fees for the Study Period in which deferment is granted or obtained. Tuition Fees paid for any future Study Period(s) will be credited towards a future Study Period.
If student does not meet mainstream entry from an English package enrolment	90% of the tuition fees paid for VET course or higher education units will be refunded
If incorrect information is supplied by the applicant and the offer is withdrawn by Lyons College	No refund

International Student Refund Procedure

1. Making a request for a refund.

1.1. Requests for full or partial refund must be made in writing to:

1.1.1. By mail or in person to

Att: Refunds
Lyons College
Level 4, 303 Collins Street, Melbourne, VIC 3000, Australia

1.1.2. By email:

refunds@lyons.edu.au

1.1.3. Students are advised to complete the Refund Request Form (available at www.lyons.edu.au or at the campus reception). The request for refund should contain:

1.1.3.1. Student contact details including student number, full name, phone number date of birth and address

1.1.3.2. Reasons why the refund is requested

1.1.3.3. Supporting documentation/evidence (i.e a visa rejection letter from DHA or medical records etc..)

1.1.3.4. The destination of the refund payment

1.1.4. Once our Student Administration team receives a request, it will be checked for completeness. Students will be contacted if there is missing information or documents.

1.1.5. Where a request meets the requirements under the Refund Policy, refunds will be paid within 28 days of receiving a valid request.

1.1.6. Refunds will be paid to the student unless:

1.1.6.1. The student is registered with an approved sponsor who has paid the tuition fees on behalf of the student; or

1.1.6.2. The student gives written direction to pay the refund to another person or organization and provides documentary evidence to substantiate that the other person or organization paid the tuition fees; or

1.1.6.3. The student is deceased.

1.1.7. The college will issue notice of the amount of refund and the date of payment as soon as practicable after its payment

1.1.8. If refunds are made into foreign bank accounts, Lyons College will not be responsible for any variations due to currency fluctuations.

1.1.9. Fees paid by credit card will be refunded in Australian dollars to the same credit card. If the credit card is not an Australian issued credit card, Lyons College will not be responsible for any variations due to currency fluctuations.

1.1.10.

1.1.11. Where no refund is granted, the college will issue notice immediately on assessing the request for the refund

International Student Transfer and Withdrawal Policy

Purpose

This Policy sets out how Lyons College will deal with international students who request a transfer to or from another provider, or request to withdraw.

Scope

This Policy applies to:

1. any international student who requests to transfer from Lyons College to another provider within six months of them completing six months of their principal course with Lyons College; or
2. any international student who wishes to transfer to Lyons College from another provider prior to completing six months in their principal course with that provider; or
3. any international student who wishes to withdraw from studies at Lyons College.

Transfer Policy

Lyons College acknowledges that situations change, and that students have the right to request a transfer to another provider.

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)* sets out requirements and obligations for providers on either side of transfers. In particular, where the student wishes to transfer before completing six months of their principal course.

Lyons College may grant a request for a transfer in certain circumstances.

Transfer from another registered provider to Lyons College

Lyons College will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course at the other registered provider, except where:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
3. the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
4. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Transfer from Lyons College to another registered provider (prior to completing six months)

International students can request to transfer to another registered provider from Lyons College before they have completed six months of the principal course in which they are enrolled. The student must complete an “International Student Transfer Request Form” and provide all relevant evidence, including a valid offer of enrolment from the other registered provider, for it to be a valid request.

Once a valid request has been received, the outcome will be determined by the Administration Manager within fifteen (15) business days. The student will be informed in writing of the outcome as soon as the decision is made.

Lyons College will consider granting a transfer for an international student where Lyons College believes that the transfer is in the international student’s best interests, including but not limited to where Lyons College has assessed that:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Lyons College’s Course Progression and At Risk Student Policy and Procedure to assist them in accordance with Standard 8 (Overseas student visa requirements);
- there is evidence of compassionate or compelling circumstances;
- Lyons College fails to deliver the course as outlined in the written agreement;
- there is evidence that the overseas student’s reasonable expectations about their current course are not being met;
- there is evidence that the overseas student was misled by Lyons College or an education or migration agent regarding Lyons College or its course and the course is therefore unsuitable to their needs and/or study objectives (however, Lyons College does not currently use any education or migration agents);
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

If the transfer to another provider is granted prior to the student completing six months of their principal course with Lyons College, a release will be provided at no cost. The release notification will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

Lyons College may reject a request from a student who has not completed six months of their principal course to transfer to another provider where:

- the student has failed to demonstrate compassionate or compelling grounds for the transfer; or
- the student has changed their mind regarding their choice of course; or
- a transfer would jeopardise a student's progress through a package of courses; or
- the student claims work commitments or demands of employment as reason for transfer; or

- the student may be reported because they are unable to achieve satisfactory course progress; or
- Lyons College believes that the student may be reported to the Department of Home Affairs (DHA), formerly known as the Department of Immigration and Border Protection, for breaching any student obligations or student visa conditions; or
- the student has received warning notifications for unsatisfactory attendance or is subject to the Lyons College course intervention strategy due to unsatisfactory academic progress (unless compassionate or compelling circumstances are identified); or
- the student has been excluded or suspended from their course, or has outstanding debts with Lyons College; or
- the student is not complying with an active intervention strategy, with the intention of failing and being released; or
- the student's actions have caused Lyons College to form the view that the student is not a GTE (e.g. low attendance rate, failure to access support services, drastic change in academic directions)
- the course to which the student wishes to transfer is at a lower Australian Qualifications Framework level than that in which the student is currently enrolled; or
- the student claims financial hardship and wishes to transfer to a provider with lower fees.

If a transfer request is rejected the student will be advised in writing, outlining the reasons the request was rejected. The student will be advised of their rights to appeal under the Student Complaints and Appeals Policy and Procedure within twenty (20) business days. The student must remain enrolled until any appeal is finalised.

Lyons College must not finalise the student's refusal status in PRISMS until the appeal finds in favour of Lyons College, or the international student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

There may be financial implications for the student if a transfer is granted prior to them completing six months of their principal course with Lyons College. The student should consult their Student Agreement and the International Student Refund Policy and Procedure.

Lyons College must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for at least two years after the overseas student ceases to be an accepted student.

Transfer from Lyons College to Another Provider (After Completing Six Months)

Once a student has completed six months of their principal course at Lyons College, they may transfer to another provider without requiring permission from, or a letter of release from Lyons College. The student must have a valid enrolment with the new provider.

There may be financial implications for the student if a transfer is granted. The student should consult their Student Agreement and the International Student Refund Policy and Procedure.

Withdrawal Policy

Lyons College acknowledges that situations change, and that students have the right to request to withdraw from studying at Lyons College.

If a student wishes to withdraw after commencing studies, they must complete an “International Student Transfer Request Form” and provide any evidence that they think is relevant.

When a student withdraws from their studies, Lyons College has a legal obligation to inform DHA that the student has ceased a student. When a student withdraws after commencing studies, Lyons College must inform the DHA of the following:

- The date of withdrawal
- The reason for withdrawal
- Any other relevant information as deemed necessary

When a student withdraws after commencing studies, the International Student Refund Policy will apply. This means that students will not be eligible for a refund of any of the tuition fees they have paid for the course (for VET courses) or units (for higher education courses) that they have commenced.

Library Policy

Purpose

This Policy sets out how Lyons College will deal with maintaining a library and resources for students studying higher education courses.

Scope

This Policy applies to higher education courses at Lyons College.

Policy

Lyons College has established a library at the current campus. The purpose of the library is to support learning and teaching of higher education courses and provide students access to material that will help them achieve their academic endeavours.

Where Lyons College delivers higher education courses at other locations in the future, Lyons College will ensure that all students at all locations have access to an equivalent library and equivalent resources.

The physical library must have appropriate textbooks, journals and other material for each higher education course offered by Lyons College. Material held in and acquired by the library must:

- Reflect the higher education course offerings at Lyons College
- Ensure that core course materials are from publishers and authors authoritative and accepted in the relevant field
- Ensure that core course materials are current
- Include diversity in relation to varying approaches and opinions where possible
- Be regularly reviewed for currency and context

If a new higher education course is approved and accredited, library resources will be reviewed to ensure that appropriate resources are available for the new course. If new acquisitions are required, they should be included for part of the Course Proposal and be recommended by the Academic Manager or Course Co-ordinator.

The library will acquire resources in various formats and media appropriate for the course or subject area. Acquisitions should ensure that a sufficient quantity of resources are available to staff and students, and that acquisitions have depth and diversity to support teaching and learning.

A Librarian will be engaged at least three (3) months prior to Lyons College commencing the first cohort of higher education students. The entitlements and resources for the Librarian will depend on the size of the initial cohort and must be appropriate for the total number of higher education students enrolled at Lyons College.

A Procedure for borrowing resources from the library must be developed at least one (1) month prior to Lyons College commencing the first cohort of higher education students. This will be done with the guidance of the Librarian.

Marketing and Student Recruitment Policy

Purpose

This Policy sets out how Lyons College will market to and recruit students for all VET and higher education courses from both domestic and international markets.

Scope

This Policy applies to all courses offered by Lyons College, and all others involved in the marketing to and/or recruitment of students.

Policy

Lyons College will ensure that all marketing and student recruitment activities are conducted in an ethical and transparent manner.

Marketing and promotional materials include, but not limited to the following:

- | | |
|-----------------|---------------------------------|
| ➤ Website | ➤ Text Messages |
| ➤ Brochures | ➤ Student Handbook |
| ➤ Course Guides | ➤ Authorised Social Media Posts |
| ➤ Flyers | ➤ Print Advertising |
| ➤ Emails | ➤ Online Advertising |

All marketing and student recruitment activities must comply with all legislative and regulatory requirements in force at the time, including:

- *Tertiary Education Quality and Standards Agency Act 2011*
- *Higher Education Standards Framework (Threshold Standards) 2015*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Education Services for Overseas Students Act 2000*
- 2018-19 Restricted VET Funding Contract (Skills First Program)
- *Competition and Consumer Act 2010*

All marketing and promotional material must comply with all relevant requirements. All marketing and promotional material must be approved by the Marketing Manager, COO or CEO prior to publication or distribution.

If any marketing or promotional material is found to be non-compliant, it must be removed from circulation/distribution immediately and the non-compliance corrected. Any person that Lyons College is aware received the non-compliant material must be contacted and sent the corrected material.

Website, Marketing and Promotional Materials

Overview

Marketing and promotional materials are used by Lyons College to inform prospective students of the courses we offer. The material should give the prospective student a clear understanding of the courses, the outcomes and what they can expect for completing the course.

Providing this information enables prospective and current students to make informed decisions regarding their training and/or assessment needs. This may also include information of courses which, if the prospective student meets eligibility requirements, may receive funding under the *Skills Victoria* Program.

All external facing documents, materials and information should assist students in making informed decisions about whether to study with Lyons College and if so, how to structure and conduct their study.

Marketing and promotional materials include, but is not limited to, the following:

- Course Guides
- Course Brochures
- General Brochures
- Information Packs
- Student Handbook
- Website content
- Any other promotional material

Website

The Lyons College Website MUST:

- Clearly display “Coleraine Share Trading Pty Ltd trading as Lyons College”
- Have a copy of the Company Constitution accessible to the public
- Have details of the membership of the Board, Academic Board, Senior Executive and other relevant Committees
- Details on the financial standing of Lyons College
- Details on indicative student enrolments
- An organisational chart including the business units that deliver all courses of study
- All locations where higher education courses are delivered
- Information on the campus, facilities, learning resources and services provided to students
- A list of all higher education courses accredited to be delivered with indicative annual student enrolment numbers. For each higher education course of study accredited to be offered the following details must be provided:

- ◆ the accreditation status of each course of study
 - ◆ the qualification(s) offered
 - ◆ whether the qualification is recognised in the Australian Qualifications Framework
 - ◆ confirmation of recognition of each course of study by the relevant professional body(ies) if such recognition is required for registration of graduates to practise
 - ◆ whether each course of study is authorised to be offered to international students studying on an Australian student visa, and
 - ◆ the duration of each course of study
- If arrangements for delivery of courses by other parties exist, details of the third party arrangements must be provided on the website
 - Clearly display “RTO No: 21986”
 - Clearly display “CRICOS No: 03578M”
 - Clearly display “Higher Education Provider No: PRV14300”
 - Include a copy of Lyons College’s most recent registration audit report
 - Include a copy of Lyons College’s most recent quality indicators
 - Include a copy of Lyons College’s standard hourly fees for government subsidised training (Statement of Fees) for each course/qualification it offers which includes the following statement: “The student tuition fees as published are subject to change given individual circumstances at enrolment”; and details of any other fees
 - Include a copy of or link to the Lyons College Student Complaints and Appeals Policy and Procedure
 - Include contact details such as phone number and email address for enquiries and or complaints

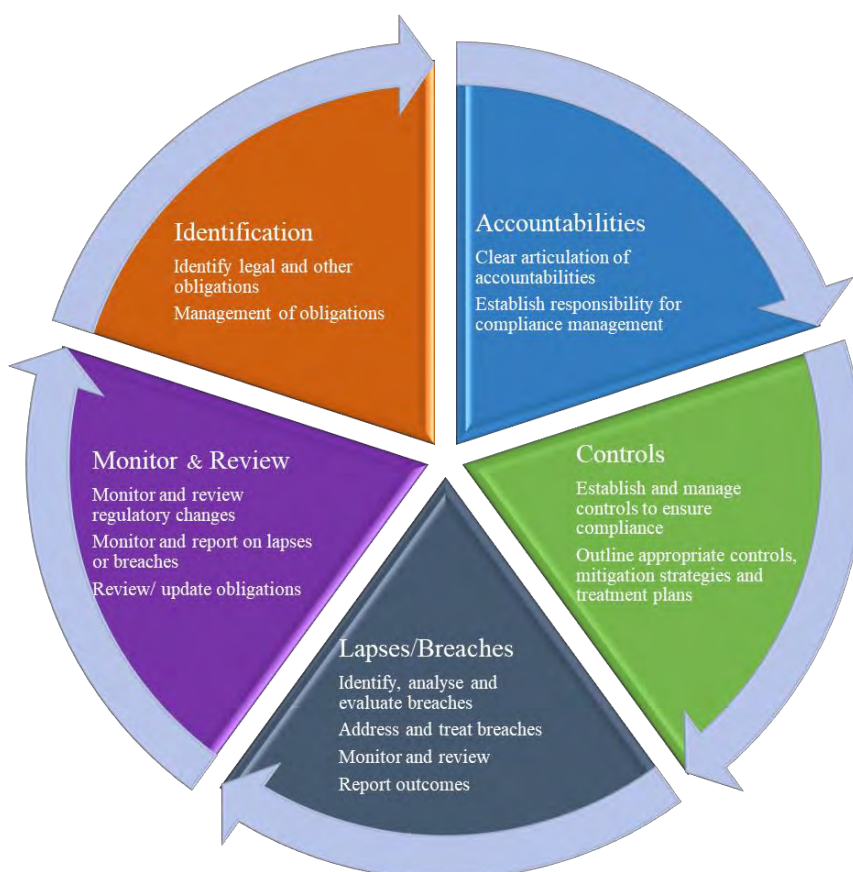
Approval, Review, Quality Assurance and Responsibility

To provide quality assurance in the approval and review of marketing material, the CEO and/or Manager Marketing and Recruitment will need to follow the checklists outlined below in this Policy. The CEO and/or Manager Marketing and Recruitment must ensure that all elements of the checklists are met prior to approving the creation, publication, distribution or review of any marketing materials.

The below checklists have been designed to ensure that this Policy is followed. The below checklists have been designed to ensure that legislative and regulatory requirements have been met.

To ensure appropriate approval and review, the principles from the Compliance Management Framework will be used as a basis for conducting quality assurance processes.

Using the process set out in the Compliance Management Framework, the steps are as follows:



1. Identify and Manage Compliance Obligations

The Checklist for Approval of Marketing and Promotional Material for VET and higher education courses identifies the legal and regulatory obligations relating to the production and distribution of marketing material.

2. Accountabilities

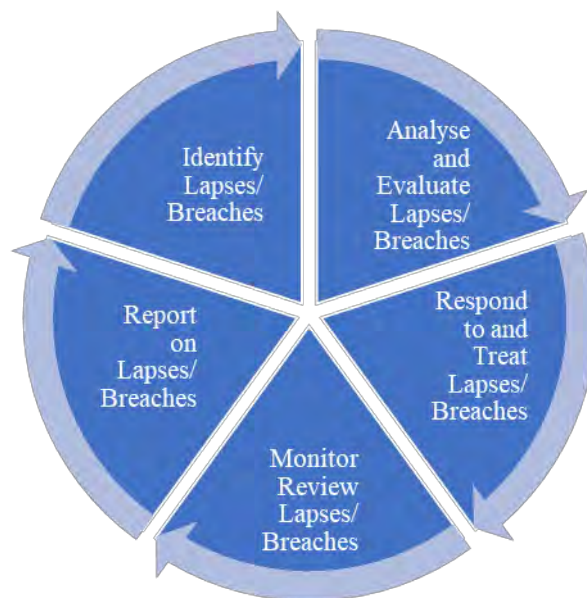
The CEO and/or Manager Marketing and Recruitment will be responsible and accountable for the approval, review and quality assurance of all marketing material.

3. Controls

The Checklist for Approval of Marketing and Promotional Material for VET and higher education courses sets out the controls which will ensure compliance.

4. Lapses or Breaches of Compliance

Lapses or breaches of compliance will be dealt with in the following way:



5. Monitor and Review

The CEO and Manager Marketing and Recruitment will monitor and review marketing and promotional material to ensure that they are compliant. The Checklist for Approval of Marketing and Promotional Material for VET and higher education courses will be used for monitoring and review purposes.

Checklist for Approval of Marketing and Promotional Material

VET Courses

This checklist must be completed prior to any new marketing or promotional material being published on the Lyons College website, distributed electronically or printed in hard copy. If **ONE OR MORE** of the checklist points are not met, the material must be referred to the CEO for approval.

All material **MUST**:

- Clearly display “Coleraine Share Trading Pty Ltd trading as Lyons College”
- Clearly display “RTO No: 21986”
- Clearly display “CRICOS No: 03578M”
- Clearly displays the NRT Logo where the material is directly in relation to nationally recognised training, provided that training is within the Lyons College’s scope of registration (please check on www.training.gov.au if there is uncertainty). The NRT Logo **MUST** be on the same page as the Course Name and Course Code.
- MUST NOT** use any State or Commonwealth logo apart from the NRT Logo if permitted as described above
- Clearly states the Course Code (please check on www.training.gov.au to ensure it is the most current course)
- If Skills First funding is available for the course, clearly state:

“This training is delivered with Victorian and Commonwealth Government funding”
- MUST** comply with meet the requirements of the Equal Opportunity Act 2010 (Vic) and related Laws, including the provision of materials encouraging individuals with disabilities to access training subsidised through the Skills First Program
- MUST NOT** suggest or imply that enrolment guarantees a successful academic outcome
- MUST NOT** suggest or imply that enrolment or successful completion of a course guarantees any employment outcome
- MUST NOT** suggest or imply that enrolment guarantees any immigration outcome

For clarity, **ALL OF THE ABOVE** must be met to before publishing new marketing or promotional material on the Lyons College website, distributing electronically or printing in hard copy. If one or more of the requirements are not met, the material must be referred to the CEO for approval.

Checklist for Approval of Marketing and Promotional Material

Higher Education Courses

This checklist must be completed prior to any new marketing or promotional material being published on the Lyons College website, distributed electronically or printed in hard copy. If **ONE OR MORE** of the checklist points are not met, the material must be referred to the CEO for approval.

All material **MUST**:

- Clearly display “Coleraine Share Trading Pty Ltd trading as Lyons College”
- Clearly display “Higher Education Provider No: PRV14300”
- Clearly display “CRICOS No: 03578M”
- MUST NOT** use any State or Commonwealth logo unless explicitly permitted to do so
- Clearly state the accreditation status of each course of study
- Clearly state the qualification(s) offered
- Clearly state whether the qualification is recognised in the Australian Qualifications Framework
- Clearly state that confirmation of recognition of each course of study by the relevant professional body(ies) if such recognition is required for registration of graduates to practise
- Clearly state whether each course of study is authorised to be offered to international students studying on an Australian student visa, and
- Clearly state the duration of each course of study
- MUST** comply with meet the requirements of the Equal Opportunity Act 2010 (Vic) and related Laws
- MUST NOT** suggest or imply that enrolment guarantees a successful academic outcome
- MUST NOT** suggest or imply that enrolment or successful completion of a course guarantees any employment outcome
- MUST NOT** suggest or imply that enrolment guarantees any immigration outcome

For clarity, **ALL OF THE ABOVE** must be met to before publishing new marketing or promotional material on the Lyons College website, distributing electronically or printing in hard copy. If one or more of the requirements are not met, the material must be referred to the CEO for approval.

Non-Academic Misconduct Procedure

Purpose

The purpose of the *Non-Academic Misconduct Procedure* is to set out how Lyons College will deal with any allegation or occurrences of Non-Academic Misconduct.

Scope

This Procedure applies to all Lyons College Staff, students, Contractors and volunteers.

Definitions

Academic Integrity means pursuing academic endeavours in an honest and ethical manner, ensuring that information, theories, written text and ideas which are not original are acknowledged and referenced correctly.

Academic Misconduct means pursuing academic endeavours in a dishonest and unethical manner, with the intention of circumventing the assessment process and gaining an unfair and unwarranted advantage. Examples of Academic Misconduct include, but are not limited to:

- Assisting another person to engage in Academic Misconduct.
- Cheating.
- Collusion.
- Contract Cheating.
- Falsifying or fabricating data used in the course of academic endeavours.
- Plagiarism.
- Providing falsified or fabricated documents to obtain credit and/or recognised prior learning.

Contractor means any person or entity providing any training and/or assessment services for vocational education and training courses at Lyons College.

Misconduct means inappropriate, unacceptable, improper, wrong or potentially unlawful conduct or behaviour that is outside of Lyons College policy, directions or the law and includes Academic Misconduct and Non-Academic Misconduct.

Non-Academic Misconduct means all forms of Misconduct other than Academic Misconduct.

Staff means any permanent employee of Lyons College, casual employees of Lyons College, sessional staff engaged by Lyons College, Staff engaged through agencies to work at Lyons College, any Contractors and volunteers (including anyone performing work experience or an internship at Lyons College).

Procedure

All allegations of Academic Misconduct will be dealt with through the *Academic Integrity Policy* and *Academic Integrity and Academic Misconduct Procedure*. This *Non-Academic Misconduct Procedure* deals with all allegations and occurrences of Non-Academic Misconduct.

Any breach of the following Lyons College Policies and associated Procedures or subordinate instruments could constitute Non-Academic Misconduct:

- Access and Usage of Resources Policy.
- Bullying, Harassment and Discrimination Policy.
- Code of Conduct.
- Conflict of Interest Policy.
- Delegations Policy.
- Diversity and Equity Policy.
- Health and Safety Policy (Staff and Student).

Other specific forms of Non-Academic Misconduct could include, but is not limited to:

- a breach of confidentiality or privacy requirements or obligations in respect of Lyons College or its Staff and students;
- unreasonably interfering with the freedom of other persons to pursue their studies, carry out their functions or participate in their engagement at Lyons College;
- harassing or engaging in any other form of improper or discriminatory behaviour towards another student, Lyons College Staff, visitors to Lyons College, or any other person who is participating in any activity related to them engaging with Lyons College;
- intimidating or assaulting another student, Lyons College Staff, visitor or any other person at the Lyons College campus or while that person is engaged in any activity related to their engagement with Lyons College;
- breaching the terms or conditions of a penalty imposed for student misconduct;
- behaving disgracefully, improperly or inappropriately:
 - a) in a class, meeting or other activity in or under the control or supervision of Lyons College; or
 - b) on Lyons College premises or facilities; or
 - c) on any other premises or facilities to which the student has access for Lyons College purposes; or
 - d) while pursuing any activity related to their enrolment at Lyons College;
- publishing any material which is abusive, offensive, vilifying, harassing, discriminatory or inappropriate about Lyons College, another student, or Lyons College Staff, in any forum or media, including but not limited to print, internet, social media, email, digital or electronic communications and broadcasting forums;
- acting dishonestly in relation to an application for admission to Lyons College;
- altering or attempting to alter any document or record of Lyons College or causing or attempting to cause any unauthorised alteration of such a document or record;

- altering or falsifying any document that Lyons College requires from the student (e.g. medical certificate, professional authority form or other supporting documentation);
- misusing any Lyons College property in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- stealing, destroying, damaging or causing loss or cost in respect of any property, whether that property belongs to Lyons College or any other person;
- sexual harassment, which includes any unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature;
- indecent assault, which includes any assault that has a sexual connotation; and/or
- sexual assault as defined under the Victorian and Australian law.

All allegations and findings of Non-Academic Misconduct will be entered into the Non-Academic Misconduct Register. The CEO will maintain the Non-Academic Misconduct Register and provide regular reports to the Board on allegations and occurrences of Non-Academic Misconduct.

If there is an imminent risk to the safety or wellbeing of any person, a Lyons College Staff member must contact the appropriate authorities to provide assistance. If this occurs, the situation must be escalated and the reported to the VET Manager, Dean or CEO immediately. This will also require an entry in the Critical Incidents Register and be reported to the Board.

Responding to student Non-Academic Misconduct

If a member of Lyons College Staff notices, suspects or is informed that a student has committed or may be committing student Non-Academic Misconduct, they must assess the situation and take appropriate actions. Where applicable, the Staff member must provide the student with reasonable instructions to achieve the following:

- ensuring the safety of the student or of any other person;
- preventing damage (or further damage) to or the destruction of property or facilities;
- ensuring that the student acts in a calm and reasonable manner;
- preventing further disruption to classes or in common areas; or
- maintaining or restoring good order.

The Staff member will use their discretion to determine what reasonable instructions are depending on the circumstances. Where the student has been disruptive or rude, the Staff member may choose to caution the student and remind them of the behavioural expectations of Lyons College, and potential consequences of continuing to act inappropriately.

In the rare situation where the student's behaviour demands a more serious response, the Staff member may ask the student to leave the Lyons College campus. If this occurs, the Staff member must inform the Administration Manager, the VET Manager, the Dean, the CEO or another senior member of Lyons College Staff.

Requiring a student to leave the campus should only occur when the Staff member has reasonable grounds to suspect that the student is committing student Non-Academic Misconduct, where the situation requires the removal of the student to restore order or where the student is placing others' safety at risk.

Examples of situations where it is appropriate to request a student leave the campus may include, but is not limited to:

- the student continually disrupting classes;
- angry, aggressive or inappropriate behaviour indicating a risk of violence;
- physical interactions or altercation between the student and anyone else; and
- anger and aggression resulting in physical damage to property.

The Staff member will use their discretion to determine the period that the student is excluded from campus.

If there is an imminent risk to the safety or wellbeing of the student or any other person, the Staff member must contact the appropriate authorities to provide assistance. If this occurs, the situation must be escalated and reported to the VET Manager, Dean or CEO immediately. This will also require an entry in the Critical Incidents Register and be reported to the Board.

Student Non-Academic Misconduct

Reporting of student Non-Academic Misconduct

Where any Staff suspect or detect student Non-Academic Misconduct, they will need to determine the appropriate immediate action to be taken. Lyons College will investigate allegations or occurrences of student Non-Academic Misconduct and take the appropriate actions if a student is found guilty of Misconduct.

If the matter can be resolved informally, the Staff member must inform the CEO and provide details of the occurrence, suspicion or allegations. The CEO must record this in the Non-Academic Misconduct Register, even if no formal investigation is undertaken.

Where the Staff member determines that the matter be investigated further, they must report the allegations or occurrences of student Non-Academic Misconduct to the Administration Manager, VET Manager, Dean or CEO.

Students are able to report allegations or occurrences of student Non-Academic Misconduct to any Staff member at Lyons College. If this occurs, the Staff member must report the allegations to the Administration Manager, VET Manager, Dean or CEO.

The Administration Manager, VET Manager, Dean or CEO will then determine who will investigate the matter.

Where an allegation or occurrence of Non-Academic Misconduct is investigated, the student's enrolment status will remain unchanged until the matter has been finalised unless there is an immediate risk to any Staff or students, or to the student them self. Only after finalisation of the investigation can Lyons College impose sanctions or take disciplinary action affecting the student's enrolment status.

Discretion and confidentiality must be paramount when investigating allegations and occurrences of student Non-Academic Misconduct.

The process for the investigation and resolution for allegations of Student Non-Academic Misconduct are as follows:

7. Appointment of an investigating officer and gathering evidence.
8. Arrange and invite student for a meeting.
9. Conduct the investigation meeting.
10. Finalise decision, record outcome and inform the student.
11. Penalties that can be imposed by investigating officer.
12. Penalties that require CEO approval.

1. Appointment of an investigating officer and gathering evidence

Once the Administration Manager, VET Manager, Dean or CEO has determined an investigation is warranted, they will appoint an investigating officer. The role of the investigating officer is to gather the relevant evidence and information, investigate the allegation or occurrence of student Non-Academic Misconduct and make a determination which includes any disciplinary action to be taken.

In determining the appropriate investigating officer, the Administration Manager, VET Manager, Dean or CEO must take into account the nature of the alleged student Non-Academic Misconduct. They must also consider the experience and seniority of the investigating officer to ensure that they are capable of undertaking an investigation based on the seriousness of the alleged Misconduct.

Once the investigating officer is appointed, the investigating officer must collect evidence required to make a decision. Evidence can include:

- verbal or written statements from Staff
- verbal or written statements from students.
- video, photographic or audio evidence from Lyons College systems, including security system.
- video, photographic or audio evidence from Staff or students' electronic devices.
- emails, texts or other forms of electronic communications.
- social media posts.
- Police reports.

Once the investigating officer has collected and collated the evidence, they must assess if there is sufficient evidence to proceed with an investigation. If there is not sufficient evidence to warrant proceeding with the investigation, the investigating officer must provide a report and have the details recorded in the Non-Academic Misconduct Register.

2. Arranging and inviting the student for a meeting

If the investigating officer determines that there is sufficient evidence to proceed with the investigation, they must arrange a meeting for the student to attend.

The student must be given at least ten (10) business days' notice of the intended meeting. The invitation will be sent via email and text message. The student will be asked to respond to the invitation within five (5) business days of receiving the invitation. In arranging the meeting, the investigating officer must provide the following details to the student:

- the date, time and location of the meeting;
- who from Lyons College will be attending the meeting;
- the nature and specific details of the alleged Non-Academic Misconduct and the potential penalties for a finding of Non-Academic Misconduct;
- what evidence is being considered, and where appropriate, provide copies to the student;
- provide the student with a copy of the *Code of Conduct and Bullying, Harassment and Discrimination Policy*;
- provide the student a copy of any other relevant Policies and Procedures under which the alleged breach may have occurred;
- inform the student that they will be given the opportunity to present their case, that the interview will be conducted with mutual respect and that inappropriate behaviour will not be tolerated;
- invite the student to provide a written submission and/or evidence at least two (2) business days prior to the scheduled meeting which will be considered at the meeting;
- inform the student of their right to have a support person (who is not a legal representative) attend the meeting with them (this could be the Student Representative for VET or higher education); and
- provide the student a copy of the *Student Support, Welfare and Wellbeing Policy and Procedure* reminding the student of the services available to them.

If the student does not respond within five (5) business days of receiving the invitation, a reminder email and text message will be sent. The investigating officer will also attempt to call and speak to the student. These contact attempts will be recorded against the student's file.

If there has been no contact from the student at the date and time of the scheduled meeting, the investigating officer will refer the matter to the Administration Manager, VET Manager or Dean. At this stage, the Administration Manager, VET Manager or Dean will determine if there is a finding of Non-Academic Misconduct and what penalty, if any, will be applied. This will be recorded on the Non-Academic Misconduct Register as well on the student's file.

The student will receive notification of the outcome via email and a letter in the mail within five (5) business days of the Administration Manager, VET Manager or Dean making a decision. The student will also be provided a copy of the *Student Complaints and Appeals Policy and Procedure* and informed of their rights of appeal under that Policy and Procedure.

3. Conducting the investigation meeting

If the student has responded and attended the interview, the investigating officer must consider the following before making a determination:

- all evidence gathered by the investigating officer;
- any written submission made by the student;
- any evidence provided by the student;
- any statement made by the student or anyone else during the interview;
- the age, knowledge and experience of the student; and
- the nature, seriousness and recurrence of any alleged Non-Academic Misconduct of the student.

The investigating officer must allow the student a fair and reasonable opportunity to make their case and provide evidence. The investigating officer must act in a professional manner and treat the student with respect. The student will also be expected to act in a reasonable and respectful manner.

4. Finalise decision, record outcome and inform student

Once the investigating officer has considered all of the evidence, submissions and verbal statements, they are required to make a determination. The final determination must include whether the investigating officer believes the student is guilty of committing Non-Academic Misconduct, and any penalties that will be imposed if there is a finding of Non-Academic Misconduct.

The student will receive notice of the decision via email and a letter in the mail within five (5) business days of the investigating officer making a final determination. The student will also be provided a copy of the *Student Complaints and Appeals Policy and Procedure* and informed of their rights of appeal under that Policy and Procedure.

The Staff member who initiated the investigation will be informed of the outcome via email within five (5) business days of the investigating officer making a final determination.

The investigating officer will notify the CEO of the final determination within five (5) business days. The CEO must record the details appropriately in the Non-Academic Misconduct Register.

5. Penalties that can be imposed by investigating officer

If there is a finding of Non-Academic Misconduct, and the Misconduct is not serious, the penalties should reflect the nature and gravity of the Misconduct. The investigating officer may impose the following penalties:

- reprimanding and/or cautioning the student;
- requiring the student to apologise to anyone who was the target of the Misconduct;
- requiring the student to attend counselling to address their behaviour;
- requiring the student to refrain from contact with specified people;
- restricting or denying access to some or all the Lyons College campus;
- restricting or denying access to Lyons College resources; and

- requiring the payment for the cost of the damage, or a contribution towards the cost of the damage, caused by the Misconduct of up to \$1,000.

6. Penalties that require CEO approval

If there is a finding of Non-Academic Misconduct, and the Misconduct is serious, the penalties should reflect the nature and gravity of the Misconduct. Certain penalties related to more serious Misconduct will require Board approval. The investigating officer may recommend that the CEO consider the following penalties:

- requiring the payment for the cost of the damage, or a contribution towards the cost of the damage, caused by the Misconduct over \$1,000;
- suspension from Lyons College; and
- exclusion from Lyons College.

Staff Non-Academic Misconduct

Lyons College considers Staff committing Non-Academic Misconduct or breaching any of Lyons College's Policies or Procedures as an extremely serious issue.

Staff are expected promote and to uphold standards of behaviour and be an example for students. Staff are expected to understand Lyons College's expectations for both Staff and students under the various Policies and Procedures including the *Code of Conduct*, *Bullying, Harassment and Discrimination Policy*, *Diversity and Equity Policy* and *Health and Safety Policy (Staff and Student)*.

Findings of staff Non-Academic Misconduct may result in one of the following disciplinary actions:

- The Staff member is issued with a warning letter;
- The Staff member may require supervision for a period of time;
- The Staff member may be required to attend remedial training;
- Suspension of employment; and
- Termination of employment.

This is not an exhaustive list, and other appropriate outcomes are open the decision maker at their discretion. In making a decision regarding disciplinary action for a finding of Staff Non-Academic Misconduct, the decision maker must take into account all factors of the incident. The severity of the disciplinary action must reflect the nature and recurrence of the Staff Non-Academic Misconduct.

Where an allegation or occurrence of Staff Non-Academic Misconduct is investigated, the Staff member's employment status will remain unchanged until the matter has been finalised. Only after finalisation of the investigation can Lyons College impose sanctions or take disciplinary action affecting the Staff member's employment status.

Discretion and confidentiality must be paramount when investigating allegations and occurrences of Staff Non-Academic Misconduct.

All allegations or occurrences of Staff Non-Academic Misconduct must be reported to the CEO immediately. The CEO must record all allegations or occurrences of Staff Non-Academic Misconduct in the Non-Academic Misconduct Register. All allegations or occurrences of Staff Non-Academic Misconduct will be dealt with through the following procedure:

6. Commence investigation of the alleged Staff Non-Academic Misconduct.
7. Gather required evidence.
8. Arrange and invite Staff member for a meeting.
9. Conduct the investigation meeting.
10. Finalise decision, record outcome and inform the Staff member.

Commence investigation of the alleged Staff Non-Academic Misconduct

Allegations of Staff Non-Academic Misconduct will be investigated by the CEO. The CEO must record all allegations or occurrences of Staff Non-Academic Misconduct in the Non-Academic Misconduct Register and report this to the Board.

The CEO must determine whether there is merit to the allegation of Staff Non-Academic Misconduct. Where there is sufficient evidence to warrant an investigation, the CEO will coordinate any evidence or parties that can provide statements.

Gather required evidence

The CEO must gather any evidence that may be relevant to the alleged Staff Non-Academic Misconduct. The CEO may also conduct interviews with anyone who may be able to assist them in making a determination.

Arrange and invite Staff member for a meeting

The CEO will arrange a meeting with the Staff member.

The Staff member must be given at least ten (10) business days' notice of the intended meeting. The invitation will be sent via email and text message. The Staff member will be asked to respond to the invitation within five (5) business days of receiving the invitation. In arranging the meeting, the CEO must provide the following details to the Staff member:

- the date, time and location of the meeting;
- who from Lyons College will be attending the meeting;
- the nature and specific details of the alleged Staff Non-Academic Misconduct and the potential penalties for a finding of Non-Academic Misconduct;
- what evidence is being considered, and where appropriate, provide copies to the Staff member;
- provide the Staff member with a copy of the *Code of Conduct and Bullying, Harassment and Discrimination Policy*;
- provide the Staff member a copy of any other relevant Policies and Procedures under which the alleged breach may have occurred;

- inform the Staff member that they will be given the opportunity to present their case, that the interview will be conducted with mutual respect and that inappropriate behaviour will not be tolerated;
- invite the Staff member to provide a written submission and/or evidence at least two (2) business days prior to the scheduled meeting which will be considered at the meeting; and
- inform the Staff member of their right to have a support person (who is not a legal representative) attend the meeting with them.

Conduct the investigation meeting

At the meeting, the CEO must consider the following before making a determination:

- all evidence gathered;
- any written submission made by the Staff member;
- any evidence provided by the Staff member;
- any statement made by the Staff member or anyone else during the meeting;
- the age, experience, position and seniority of the Staff member; and
- the nature, seriousness and recurrence of any alleged Staff Non-Academic Misconduct by the Staff member.

The CEO must allow the Staff member a fair and reasonable opportunity to make their case and provide evidence. The CEO must act in a professional manner and treat the Staff member with respect. The Staff member will also be expected to act in a reasonable and respectful manner.

Finalise decision, record outcome and inform the Staff member

Once the CEO has considered all of the evidence, submissions and verbal statements, they are required to make a determination. The final determination must include whether the CEO believes the Staff member is guilty of committing Staff Non-Academic Misconduct, and any penalties that will be imposed if there is a finding of Staff Non-Academic Misconduct.

The Staff member will receive notice of the decision via email and a letter in the mail within five (5) business days of the CEO making a final determination. The Staff member will also be provided a copy of the *Staff Complaints and Appeals Policy and Procedure* and informed of their rights of appeal under that Policy and Procedure.

The CEO must record the details appropriately in the Non-Academic Misconduct Register.

Where disciplinary action is for suspension or termination of employment is determined by the CEO, this must be reported to the Board. Suspension or termination of employment can only occur after the Staff member has exhausted the internal review and appeals process.

Privacy Policy

Purpose

This Policy sets out how Lyons College collects, uses, stores and provides access to information.

Scope

This Policy applies to all Lyons College staff, contractors, agents or service providers who have access to personal or other information.

Definitions

Personal Information: Recorded information about an identifiable, or easily identifiable, individual

Sensitive Information: Information about a living individual's race or ethnicity, political opinions, religious or philosophical beliefs, sexual preferences or practices, criminal record, or memberships details, such as trade union or professional, political or trade associations

Policy

Lyons College collects information in the normal course of business. Information is collected from students, prospective students and other parties for various reasons. Information may be collected in person, via electronic means such as online forms and emails, hard copy documents or other media. This may include Personal Information that identifies individuals.

Lyons College values the privacy of every individual and is committed to handling Personal Information in accordance with the privacy principles contained in the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988*.

1. Collection of personal information

Lyons College collects Personal Information as necessary for its core functions, including for educational, research, community and commercial purposes. Lyons College collects Personal Information about staff, students, research participants, volunteers and other members of the public.

Lyons College may collect Sensitive Information in certain limited circumstances. When we collect Sensitive Information, all reasonable steps are taken to explain:

1. Why the sensitive information is being collected;
2. What will be done with this information; and
3. The main consequences (if any) for an individual if all or part of the information is not provided to Lyons College.

2. Using personal information

Lyons College uses and provides, personal or health information to other people or organisations, for the purposes it was collected.

Typical collections and uses of information include, but are not limited to:

- Application for Lyons College services
- Enquiries
- Enrolling students
- Conducting marketing campaigns
- Budgeting
- Maintaining information technology facilities
- Transacting with other Lyons College entities
- Student services
- Assessing students' work.

Occasionally, Lyons College may be authorised by law to use or provide Personal Information to others for alternative purposes. In some cases, an individual's consent will be sought to use or provide Personal Information to others.

Lyons College will only assign or adopt a unique identifier (e.g. student or employee numbers) for an individual if it is necessary, authorised by law or with consent. Lyons College is committed to ensuring that any transfer of Personal Health information outside of our databases and control is in accordance with law.

3. Ensuring that information is accurate and up-to-date

Lyons College takes reasonable steps to ensure that Personal Information held is accurate, complete and up-to-date.

Lyons College relies on individuals to provide accurate and current information in the first instance, and to notify when circumstances or details change.

4. Storage and protection of information

All areas of Lyons College have security measures to protect Personal Information from misuse, loss, unauthorised access or disclosure.

Personal Information may be stored in hard copy documents, as electronic data, or in Lyons College software or systems. Some of the ways Lyons College seeks to protect personal information include:

- Privacy process and the protection of information
- Document storage and data security processes
- Security measures for access to Lyons College computer systems
- Controlling access to Lyons College premises
- Web site protection measures

5. Access to information held by Lyons College

Individuals have the right to access or obtain a copy of the Personal Information that Lyons College holds about them. Requests to access or obtain a copy of Personal Information must be made in writing. There is no charge for an individual to access Personal Information that Lyons College holds about them, however Lyons College may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their Personal Information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the Personal Information will be provided in the manner requested by the individual.

If an individual considers their Personal Information to be incorrect, incomplete, out of date or misleading, they can request that the Personal Information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where a request is received from an individual to have a record amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct Personal Information.

Written requests for access to, to obtain a copy of, or correct Personal Information held by the Lyons College should be sent to:

Registrar
Lyons College
Level 4, 303 Collins St
Melbourne VIC 3000

6. Website Privacy

Lyons College may make a record of your visits to Lyons College websites and log information for statistical and system administration purposes, including but not limited to:

- Your server address
- Your domain name
- Your IP address
- The date and time of the visit
- The pages accessed, and documents downloaded
- The address of your last site visited
- The type of browser used

You can choose to change your browser's cookie settings via your browser privacy settings, including blocking of the use of cookies. However, this may result in an inability to login or view some Lyons College or third-party web pages.

Questions or complaints about Privacy at Lyons College

To raise any concerns that you might have in relation to privacy, please contact Lyons College on +61 3 8648 6610 or email privacy@lyons.edu.au.

Individuals have the right to make a privacy complaint to Lyons College. Complaints must be made in accordance with the Privacy complaints procedure.

Lyons College takes privacy-related complaints very seriously and undertakes to resolve privacy complaints in a timely, fair and transparent way.

Process for Assessment of English and Educational Qualifications for International HE Students

Purpose	
<p>This Process sets out the how Lyons College will assess whether an overseas student’s English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.</p>	
Scope	
<p>This Process applies to all higher education courses offered by Lyons College to international students.</p>	
English Language Proficiency	
<p>All International applicants must meet the minimum English language proficiency requirements. Apart from the the English language proficiency requirements, International students are also required to meet the educational qualification requirements set out below.</p> <p>Students must provide certified evidence that they have met the minimum English language proficiency requirements. The test results must have been officially obtained within 12 months of the proposed commencement date for the course.</p> <p>Below are the minimum requirements which must be assessed as part of the Admissions process under the Admissions Policy and Procedure (HE):</p>	
Approved English Proficiency Test	Minimum Requirement
IELTS (Academic only)	6.0 (or better) (no component lower than 5.5)
TOEFL (paper based)	570 (with a minimum Test of Written English score TWE 5)
TOEFL (electronic or computer based)	230 (with an essay rating of at least 5)
TOEFL (internet based)	90 (or better) (with a minimum of 20 in all bands)
Pearson (PTE Academic)	58 (or better) (with no communicative score less than 58)
Cambridge English Scale Scores for FCE, CAE and CPE3	Cambridge English: Advanced (CAE) or Proficiency (CPE) with a score of 176 or above. No less than 169 in each skill

Educational Qualifications

Prospective international students are required to meet both academic entry and English proficiency requirements. International students must have completed high school (Year 12) and have obtained a high school certificate with a minimum average grade of 60% or equivalent.

All International applicants must meet one of the following entry requirements:

- ***Applicants with higher education study***
Successful completion of at least one year of a higher education course at an Australian higher education provider (at AQF level 7) within the last 10 years.
- ***Applicants with vocational education and training (VET) study***
Successful completion of a Vocational Education and Training (VET) award at Certificate IV or higher at an Australian Registered Training Organisation (or equivalent) or higher education provider (within the last 10 years).
- ***Applicants with recent secondary education (within the past two years)***
Successful completion of Year 12 (or equivalent) with required minimum ATAR (or equivalent) of 60 or successful completion of the International Baccalaureate (IB) Diploma with a minimum of 24 points.

Students must provide certified evidence that they have met the minimum educational qualification requirements. Please see Appendix 1 for a list of Countries and qualifications for entry not a higher education course at Lyons College.

Work or Life Experience

Lyons College will not consider work and/or life experience alone as a prerequisite for admission.

Appendix 1

Below are the minimum requirements which must be assessed as part of the Admissions process under the Admissions Policy and Procedure (HE):

Country/ International	Qualification	Minimum Entry Requirements
International	General Certificate of Education (GCE)/General Certificate of Secondary Education (GCSE) O level International GCSE (IGCSE) (Must be endorsed by CIE, OCR, Edexcel, AQA or other UK authority. Independent and school-assessed A Levels are not sufficient.)	A grade C or better (or 4 or better) in: English Language or English Literature or English as a Second Language
International	General Certificate of Education (GCE) A or AS Level (Must be endorsed by CIE, OCR, Edexcel, AQA or other UK authority. Independent and school-assessed A Levels are not sufficient.)	A grade C or better in: English Language, or English Literature, or General Paper/General Studies
International	International Baccalaureate Diploma	<u>A grade of 4 or better in:</u> Language A – Literature, or Language A – Language and Literature (previously English A1 and English A2) at HL or SL. <u>A grade of 5 or better in:</u> Language B (previously English B) at HL or SL. <i>Note – Literature and Performance is not accepted.</i>
Argentina	Bachillerato/Tecnico de Nivel Medio/ Bachillerato Especializado	Please contact Lyons College to confirm the entry requirements from this Country
Bangladesh	Higher Secondary Certificate/vocational higher secondary certificate (Minimum CGPA is 3.5 or 60% in HSC/First Division pass) GCE A-Level	2 passes
Bhutan	Bhutan Higher Secondary School Certificate or Middle Secondary School Certificate plus 2 year relevant vocational diploma	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Brazil	Certificado /diploma de Ensino Medio (Year 12 equivalent)	Please contact Lyons College to confirm the entry requirements from this Country
Brunei	Brunei Cambridge General Certificate of Education Advanced Level (Brunei - Cambridge A level)	2 passes
Cambodia	Diploma of Upper Secondary Education/Baccalaurate	Please contact Lyons College to confirm the entry requirements from this Country
Canada	Alberta High School Diploma	English 30, English language Arts 30 A grade of 60% or higher in the final year
Canada	British Columbia Senior Secondary School Graduation Diploma	English A grade of 60% or higher in the final year
Canada	Nova Scotia High School Completion Certificate	English A grade of 60% or higher in the final year
Canada	Ontario Secondary School Diploma	English A grade of 60% or higher in the final year
Chile	Licencia de Educación Media (Certificate of Secondary Education Certificate) Tecnico-Profesional or Tecnico	Please contact Lyons College to confirm the entry requirements from this Country
China	General Senior Secondary Unified Graduation (Certificate of Graduation)	Please contact Lyons College to confirm the entry requirements from this Country
Colombia	Bachillerato (Secondary School Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Cuba	Diploma de Bachiller en Ciencias y Letras/ Título de Bachiller (nivel medio superior de la Education General Politecnica Laboral) Certificado de Fin de Estudios Secundarias/ TécnicoMedio/Maestro Primario, etc. (Certificado de Fin de Estudios Secundarias)	Please contact Lyons College to confirm the entry requirements from this Country
Czech Republic	Maturita (Matriculation Certificate)/School Leaving Certificate	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Denmark	Studentereksamensbevis (Upper Secondary School Leaving Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Denmark^	Studentereksamen (Upper Secondary School Leaving Examination) or Hojere Forberedelseseksamen (HF) (Higher Preparatory Examination Certificate)	A grade of 4 or better in English A or a grade of 7 or better in English Level B
Egypt	General Secondary Education Certificate, Al-Azhar Secondary Education Certificate, Technical Secondary Education Certificate, Commercial Secondary Certificate or the Agriculture Secondary Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Fiji	Form 6 School Leaving Certificate DIBP requires completion of Year 11 for student visa	Please contact Lyons College to confirm the entry requirements from this Country
Finland	Lukionpaastotodistus (Upper Secondary School Diploma)	A grade of 8 or better in English A
France	Baccalaureat/ Brevet professionnelles	Please contact Lyons College to confirm the entry requirements from this Country
Germany	Abitur	A grade of 3 (or 'Satisfactory') or better in English
Ghana	Successful completion of Senior Secondary School Certificate/West African School Certificate AND a minimum of 2 passes (minimum E grade) at the GCE A level. Note: Assessment for a waiver of the GCE A level requirement may be made on a case-by-case basis and will be based in academic merit. Students with a C average and above may be considered without the A level requirement	Please contact Lyons College to confirm the entry requirements from this Country
Greece	Apolytirio Lykeiou (Leaving certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Hong Kong	Hong Kong Examination Authority Advanced Level (HKALE)	A grade of C or better in 'Use of English'
Hong Kong	Hong Kong Diploma in Secondary Education (HKDSE)	A grade of 4 or better in core English language

Country/ International	Qualification	Minimum Entry Requirements
Hungary	Gimnaziumi Erettsegi Bizonyitvány, / Gymnasium Maturity Certificate	Please contact Lyons College to confirm the entry requirements from this Country
India	All India Senior School Certificate (AISSCE) issued by CBSE	A grade of 65% or better in English
India	Senior Secondary or Higher Secondary School Certificate issued by the State Boards of Gujarat, Maharashtra, West Bengal and Karnataka	A grade of 65% or better in English
India	Indian School Certificate (ISC)	A grade of 65% or better in English
Indonesia	Certificate of Completion of Senior Secondary Education (Ijazah/STTB SMA/STTB SMK) or Certificate of Graduation (SKHUN)	Please contact Lyons College to confirm the entry requirements from this Country
Ireland	Leaving Certificate/GCE A Levels	2 passes
Israel	Teudat Bagrut (High School Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Italy	Diploma di Superamento dell'Esame di Stato conclusivo dei Corsi di Istruzione Secondaria Superiore (Upper Secondary School Leaving Certificate) or Diploma of State Examination	Please contact Lyons College to confirm the entry requirements from this Country
Japan	Upper Secondary School Certificate of Graduation (Kotogakko Sotsugyo Shosho)	Please contact Lyons College to confirm the entry requirements from this Country
Jordan	Twajihi (General Secondary Education Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Kenya	Kenya Certificate of Secondary Education (KCSE) or GCE A level	2 passes
Lebanon	Baccalaureat Libanaise (Baccalaureat 2) or Baccalaureat Technique/ Technicien or Certificat Professionnel/ de Maltrise/Technicien	Please contact Lyons College to confirm the entry requirements from this Country
Macau	Senior Secondary School Diploma Year 12, or GCE A Level –	2 passes, or Form 6
Malaysia	Malaysian Certificate of Education/Sijil Pelajaran Malaysia (SPM)	A grade of 6C or better in English (SPM 1119)

Country/ International	Qualification	Minimum Entry Requirements
Mauritius	GCE A-level –	2 passes
Mexico	2-3 year Preparatoria or Bachillerato program	Please contact Lyons College to confirm the entry requirements from this Country
Myanmar	Matriculation/Basic Education High School (BEHS) plus minimum completed 2 years at Professional College or Secondary Technical College or GCE A- Level (2 subject passes) or A level (1 A and 2 AS level passes)	Please contact Lyons College to confirm the entry requirements from this Country
Nepal	Higher Secondary Education Board Certificate (Grade 12)	Please contact Lyons College to confirm the entry requirements from this Country
Netherlands	Voorbereidend Wetenschappelijk Onderwijs (VWO) Upper secondary school certificate	A grade of 8 or better in final year English
New Zealand	National Certificate of Educational Achievement (NCEA)	Level 3, minimum 60 credits
Nigeria	Senior Secondary School (WAEC/NECO) examinations	(5 subjects passes C grade average) GCE A Levels (2 passes)
Norway [^]	Vitnemål	A grade of 4 or better in English
Oman	School Leaving Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Pakistan	Higher Secondary School Certificate/ Intermediate Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Papua New Guinea	Higher School Certificate	Please contact Lyons College to confirm the entry requirements from this Country
Peru	Certificado de Educación Secundaria Común Completa (Secondary Common Education Graduation Certificate) plus a Technical Diploma or entrance to University	Please contact Lyons College to confirm the entry requirements from this Country
Philippines	High School Diploma or a Certificate of Graduation + two years of bachelor degree	Please contact Lyons College to confirm the entry requirements from this Country
Poland	Matura Swiadectwo Dojrzalosci Liceum Ogolnokształcacego (Certificate of Matriculation of the General Lyceum)	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Portugal	Certificado de Fim de Estudos Secundarios or Diploma de 12 Ano de Escolaridad (Secondary Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Russia	Attestat o Srednem (polnom) Obshchem Obrazovanii (Certificate of Secondary (Complete) General Education)	Please contact Lyons College to confirm the entry requirements from this Country
Singapore	Singapore-Cambridge GCE A Levels	A Grade of C or better in the General Paper or Knowledge and Inquiry subject. A grade of C or better in H2 English Language and Linguistics or Literature in English
Slovakia	Maturitni Vysvedceni/Maturitnej Vysvedcenie(Matriculation Certificate)	Please contact Lyons College to confirm the entry requirements from this Country
Slovenia	Spričevalo o poklicni mature or Spričevalo o poklicnimature or Svidetelstov zo polozen zavresen	Please contact Lyons College to confirm the entry requirements from this Country
South Africa	National Senior Certificate (Year12) Senior Certificate (Year 12)	GCE A-Levels 2 Passes International Baccalaureate Diploma
South Korea	General/Academic Senior High School Certificate/Diploma (Immungye Kodung Hakkyo Choeupchang	Please contact Lyons College to confirm the entry requirements from this Country
Spain	Titulo de Bachiller	Please contact Lyons College to confirm the entry requirements from this Country
Sri Lanka	GCE A-levels – 2 passes	Please contact Lyons College to confirm the entry requirements from this Country
Sweden^	Slutbetyg	A grade of VG / C / 15 in English 6 or English B
Switzerland	Swiss Matura	A grade of 4.5 or better in English
Taiwan	Senior High School Diploma or Senior Vocational School Diploma	Please contact Lyons College to confirm the entry requirements from this Country
Thailand	Matayom 6 or MS 6. (Certificate of Secondary Education)	Please contact Lyons College to confirm the entry requirements from this Country

Country/ International	Qualification	Minimum Entry Requirements
Turkey	Lise Diplomasi (Secondary School Diploma) Technical or Vocational School Diploma (Teknik or Meslek Lise Diplomasi)	Please contact Lyons College to confirm the entry requirements from this Country
United Arab Emirates	Tawjihyya or Thanawiyya Al-A'ama (General Secondary Certificate), Technical Secondary School Certificate, Commercial Secondary School Certificate or Certificate from an Agriculture Institute	Please contact Lyons College to confirm the entry requirements from this Country
UK	GCE A-Levels	2 subject passes
USA	USA Advanced Placement (AP) Examinations	English (AP) A pass in English (Grade 3)
Venezuela	Educacion Media – Academic or Tecnico (Medio), Bachillor	Please contact Lyons College to confirm the entry requirements from this Country
Vietnam	Bang Tot nghiep Trung hoc Pho thong (Upper Secondary Education Graduation Diploma)	Please contact Lyons College to confirm the entry requirements from this Country
Zambia	ZSC Year 12 (5 subject passes C grade or better) GCE A-Levels	(2 subject passes) or A-levels 1 A and 2 AS level passes or Diploma in relevant area (1 year minimum)
Zimbabwe	Zimbabwe General Certificate of Education at Advanced Levels (A Levels)–	2 passes, or International Baccalaureate Diploma

Records Management, Data and Information Security Policy

Purpose

This Policy outlines how Lyons College will deal with data collection and the retention, security and destruction of records.

Scope

This Policy applies to all Lyons College students, staff, contractors, agents or service providers.

Definitions

Access means the approval of the ability to read, copy, or query data

Data means information, resources, and other records that fit into one of the following categories:

1. **Public Access** - data that is publicly available and is unlimited in access to all students, staff, and the general public such as the Lyon's public website.
2. **Internal Data** - data used and accessed only by Lyons College administration staff; not to be used by external sources without prior approval.
3. **Internal Protected Data** - data that is only accessible by the staff members that are required to use it in order to complete their assigned duties at Lyons College.
4. **Internal Restricted Data** - secure data that is to be kept confidential; specialized authorization must be given to anyone wishing to access this type of data.

Data Leader means the person in charge of protecting, distributing, destroying and maintaining any one specific source or group of data. A person who has direct line management of a Data Leader can make decisions and take actions on behalf of their subordinate.

Information Technology (IT) means the use of systems (especially computers and telecommunications) for storing, retrieving, and exchanging information. Education IT services include services and systems such as Moodle, Learning Management Systems, Student Management Systems, e-libraries, student cards and printers.

Open Educational Resources (OER) means an aspect of IT infrastructure that includes teaching and learning materials freely available online for everyone to use, whether an instructor or student.

Learning Management System (LMS) means a software application for the administration, documentation, tracking, reporting and delivery of courses or training programs, a form of e-learning. Lyons College currently uses Moodle as it's LMS.

Record means any information, in any format (electronic, paper, image) that is created, received, used or maintained by Lyons College.

Security means data is being kept safe using the following guidelines:

1. Controlling access
2. Validation

3. Finding, reporting, and repairing any issues related to data integrity
4. Physical and technological security

Student Data means and record, information or data collected and/or retained by Lyons College. Student Data may include, but is not limited to, the following:

- The students name
- The students age and/or date of birth
- The gender of the student
- Whether the student has identified themselves as being of Aboriginal and/or Torres Strait Islander heritage
- The citizenship of the student and/or country of birth
- Information on the course a student is enrolled in
- The students contact details including residential and/or postal address, phone number and email address
- Records of the students' academic results at Lyons College
- Records relating to the students' enrolment
- Records of the students' progression and completion
- Records of awards of qualifications to the student

Student Management System (SMS) means a software application used to manage student data. This includes students' personal information, their contact details, records of their enrolment, progression, completion and award of qualifications. Lyons College currently uses Wisenet as the SMS.

Policy

Lyons College staff are to abide by the following guidelines at all times to ensure the safety and security of all data connected to Lyons College.

1. Lyons College is the sole owner of all data. No one individual will ever be in complete control of any type of data as it is associated with Lyons College.
2. All Lyons College staff perform the essential role of record keeping.
3. All sources of data must have someone who is in charge of keeping up the quality and security of that information. That person for the purposes of this policy shall be known as the Data Leader. The Data Leader should also make sure that all the policy principles outlined in this document are appropriately being followed in terms of using the data.
4. The Data Leader in charge of any piece of data is responsible for allowing the access and distribution of that specific set of data.
5. The Data Leader will have the responsibility of determining whether or not any individual should be granted access to a piece of data that is otherwise considered to be protected or restricted. When the Data Leader does not have the ability to grant access alone, they must work together with their supervisor or the appropriate academic staff before permission can be given to access the data.

6. The Data Leader should take into account the reason for the data access request along with what the data will be used for after access has been granted. This policy refers to Table 1.0 Data Access and Disposal Requirements for Various Data Sources that provides the access and approval levels for the various data sources.
7. The Data Leader must make sure that all the appropriate steps are properly completed to ensure that records are complete and are as accurate as possible:
 - a. Plan and Design data collection/records
 - b. Capture and Develop data collection/records
 - c. Organize, Store, and Protect data /records
 - d. Apply
 - e. Monitor and Review
 - f. Improve and/or Discard
 - g. Repeat
8. All data users are responsible for making sure that the appropriate steps and guidelines are followed when accessing data to ensure the value and reliability of the information remains intact and useful to future data users.
9. All data records must be kept current. This is to include updates done at every step, in both audible and visible formats.
10. Data that is collected must be done so because of the value it adds to Lyons College and the community members of the Lyons College. Data must be collected in a manner consistent with Lyons College's *Privacy Policy*
11. Removal, management, and recording of data should only be done when it is to complete tasks related to Lyons College's needs and in accordance with Lyons *Privacy Policy*
12. The use of any data for personal use is always prohibited. Before any data other than public data is used, collected, or shared there must be prior approval given by the Data Leader or Lyon College's Chief Executive Officer. Where the data is to be collected used or shared for an academic purpose, approval may be given by the Data Leader or suitable academic staff member. This is to ensure that the security and safety of the data are never at risk either intentionally or unintentionally.
13. Electronic safeguards must be in place for all data stored on electronic sources. Hardcopies must also be stored in a locked drawer or any other manner that ensures that each is protected from access by unauthorised individuals.
14. All data should be disposed of properly, hard copies and electronic sources (such as hard drives and flash drives) will be disposed of in secure destruction bins. All hardcopy data and records may be retained or archived for up to seven years. All electronic Student Data is to be retained permanently.

Please see the below *Table 1.0 Data Access and Disposal Requirements for Various Data Sources*, which provides the disposal requirements to various data sources.

Registers

Lyons College is required to maintain certain information in the form of registers. Below are the various registers that Lyons College will maintain and update. Generally, a register will have a Policy or Procedure where the requirement is outlined. All registers will be created and maintained electronically. Registers will have access restricted as set out in the Table 1.0 Data Access and Disposal Requirements for Various Data Sources.

The Policy and/or Procedure will nominate the person required to update and maintain the register. The Register Owner is the person who is responsible for that register. The Register Updater is someone, apart from the Register Owner, who has the authority to update and add new register entries.

This is not a conclusive list of all Registers maintained by Lyons College.

Register	Policy/Procedure	Register Owner	Register Updater
Complaints Register	Academic Integrity and Academic Misconduct Policy Academic Integrity and Academic Misconduct Procedure Non-Academic Integrity and Academic Misconduct Policy Non-Academic Integrity and Academic Misconduct Procedure Staff Complaints and Appeals Policy Staff Complaints and Appeals Procedure Student Complaints and Appeals Policy Student Complaints and Appeals Procedure	CEO	Dean Administration Manager IT Manager
Academic Misconduct Register	Academic Integrity and Academic Misconduct Policy Academic Integrity and Academic Misconduct Procedure	Dean VET Manager	Head Academic Programs Course Coordinator
Non- Academic Misconduct Register	Non-Academic Integrity and Academic Misconduct Policy Non-Academic Integrity and Academic Misconduct Procedure	CEO	Dean VET Manager Administration Manager
Critical Incident Register	Critical Incidents and Business Continuity Policy	CEO	Dean Administration Manager VET Manager IT Manager
Conflict of Interest Register	Conflict of Interest Policy	CEO	
Delegations Register	Delegations Policy	CEO	

Table 1.0 Data Access and Disposal Requirements for Various Data Sources

Data Source	Data Type	Systems	Data Leader	Disposal Requirements
Open Educational Resources	Public Access		Not Applicable	Not Applicable
Lyons College website	Public Access		Not Applicable	Not Applicable
Student enrolment data	Internal Restricted	Hardcopies and electronic copies of Forms Electronic data in Wisenet	Dean Administration Manager	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained permanently
Student progression and completion data	Internal Restricted	Hardcopies and electronic copies Electronic data in Wisenet	Dean Administration Manager	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained permanently
Student qualification and award data	Internal Restricted	Hardcopies and electronic copies Electronic data in Wisenet	Dean Administration Manager	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained permanently

Student feedback and survey information	Internal Restricted	Hardcopies and electronic copies of Forms Electronic data in Wisenet	Dean Administration Manager	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained permanently
Curriculum material				
Course delivery material: outlines, study guides, reading guides	Internal Restricted	Hardcopies Electronic copies on secure network server Moodle	Dean Course Coordinator	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained indefinitely
Course guides – course descriptions, requirements, prerequisites, content and outcomes	Internal Restricted	Hardcopies Electronic copies on secure network server Moodle	Dean Course Coordinator	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained indefinitely
Assessments – administration arrangements	Internal Internal Restricted	Hardcopies Electronic copies on secure network server Moodle	Dean Course Coordinator	Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained indefinitely

Examination questions – master set of questions	Internal Restricted	Hardcopies Electronic copies on secure network server	Dean Course Coordinator	Hard copies to be securely destroyed within seven years Electronic copies and data retained indefinitely
Registers	Data Type	Systems	Data Leader	Disposal Requirements
Complaints Register	Internal Restricted	Stored on secure network server	Dean Administration Manager IT Manager	Electronic copies and data retained indefinitely
Academic Misconduct Register	Internal Restricted	Stored on secure network server	Dean VET Manager Administration Manager IT Manager	Electronic copies and data retained indefinitely
Non-Academic Misconduct Register	Internal Restricted	Stored on secure network server	Dean VET Manager Administration Manager IT Manager	Electronic copies and data retained indefinitely
Critical Incident Register	Internal Restricted	Stored on secure network server	Dean Administration Manager IT Manager	Electronic copies and data retained indefinitely
Conflict of Interest Register	Internal Restricted	Stored on secure network server	CEO Dean Administration Manager IT Manager	Electronic copies and data retained indefinitely
Delegations Register	Internal Restricted	Stored on secure network server	CEO IT Manager	Electronic copies and data retained indefinitely
Policies and Procedures	Public Access Internal Internal Protected Internal Restricted	Stored on secure network server Novacore on secure network server	Dean Administration Manager IT Manager	Electronic copies and data retained indefinitely

<p>Corporate Documents (Plans, Insurance Policies, Legal Advice etc.)</p>	<p>Public Access Internal Internal Protected Internal Restricted</p>	<p>Hardcopies Stored on secure network server Novacore on secure network server</p>	<p>CEO Dean Administration Manager</p>	<p>Hard copies securely destroyed within seven years when electronic copies exist Electronic copies and data retained indefinitely</p>
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Student Complaints and Appeals Policy

Purpose

This Policy sets out how Lyons College will deal with complaints from students.

Scope

This Policy applies to all Lyons College students.

Policy Statement

Lyons College takes complaints seriously and will investigate and take appropriate actions when necessary. Lyons College endeavours to ensure that students get the best outcomes possible. Students need to be comfortable in lodging complaints without fear of any negative consequences or reprisals for making a complaint.

Lyons College recognises that academic and non-academic complaints will need to be handled differently. For this reason, this Policy and the Student Complaints Procedure will deal with them separately.

This Policy sets out the framework for Lyons College's complaints handling system which includes:

- Providing an impartial and fair mechanism for students to make a complaint.
- Providing students accurate information on how to make a complaint.
- Setting timeframes for complaint resolution.
- Providing or allowing support for the student.
- Allowing the student to access independent professional advice at their own cost.
- Allowing the student appropriate advocacy during the process.
- Allowing the student access to the Student Representative (SR) for VET or higher education who can act as an advocate for the student and provide guidance and support to the student.
- Allowing the student to provide submission for any appeal, and may attend in person if an appeal hearing is convened.
- Informing students of their options if they are not satisfied with the resolution.
- Providing an informal and formal process for making a complaint.

- The student is informed if costs may be incurred for appeals and these costs are reasonable.

Lyons College will maintain a Complaints Register. The Complaints Register will include details of all Formal Complaints lodged, details of outcomes and any other relevant information. The Complaints Register will be controlled with access limited to the Senior Executives, Senior Academics and Human Resources.

All Complaints lodged will be dealt with in a manner which ensures privacy and where necessary confidentiality, of the parties involved.

The Student Complaints Procedure will outline any procedural differences between domestic students and international students.

Academic Complaints Policy

Examples of academic complaints include, but are not limited to matters relating to:

- Course or unit enrolment.
- Student progress.
- Assessment outcomes.
- Review of a grade.
- Granting of recognised prior learning.
- Eligibility for graduation.
- Decisions related to Academic Integrity and Academic Misconduct.

Allegations and occurrences of student committing Academic Misconduct will be dealt with under the *Academic Integrity and Academic Misconduct Policy* and the *Academic Integrity and Academic Misconduct Procedure*. A student may lodge a complaint arising from an outcome under the *Academic Integrity Policy* and the *Academic Integrity and Academic Misconduct Procedure*.

The process for academic complaints is as follows:

1. Informal Complaint.
2. Formal Complaint.
3. Investigation of Formal Complaint.
4. Initial Outcome of Formal Complaint.
5. Internal Appeal and Review of Initial Outcome.
6. Outcome of Internal Appeal and Review.

7. External Appeal and Review.

The above process will be outlined in detail in the Student Complaints Procedure.

Non-Academic Complaints Policy

Examples of non-academic complaints include, but are not limited to matters relating to:

- Admissions or enrolment.
- Access to or condition of facilities or resources.
- Allegations of bullying or harassment.
- Allegations of discrimination.
- Rejection of a request to transfer to another provider prior to the student completing six months of their principal course with Lyons College.
- Safety issues.
- Privacy or confidentiality issues.
- Issues relating to agents or third parties acting on behalf of Lyons College.
- Decisions related to Non-Academic Misconduct.

Allegations and occurrences of students committing Non-Academic Misconduct will be dealt with under the *Non-Academic Misconduct Procedure*. A student may lodge a complaint arising from an outcome under the *Non-Academic Misconduct Procedure*.

The process for academic complaints is as follows:

1. Informal Complaint.
2. Formal Complaint.
3. Investigation of Formal Complaint.
4. Initial Outcome of Formal Complaint.
5. Internal Appeal and Review of Initial Outcome.
6. Outcome of Internal Appeal and Review.
7. External Appeal and Review.

The above process will be outlined in detail in the Student Complaints Procedure.

Student Complaints and Appeals Procedure

Purpose

This Procedure sets out the process for students to lodge a complaint and how Lyons College will deal with the complaint.

Scope

This Procedure applies to all Lyons College students.

Definitions

Appeal means the escalation and review of an outcome of a Formal Complaint where a Complainant is not satisfied with the result.

Complainant means a student who raises a Complaint and seeks a resolution to that Complaint.

Complaint means a problem, concern or feeling of dissatisfaction that a student has with an act, omission, oversight or decision made by another student or any Lyons College staff or contractor (Respondent) where the student seeks a resolution. A Complaint could be of an academic or personal nature. A Complaint can arise from a student being dissatisfied with the outcome or finding of Academic Misconduct or Non-Academic Misconduct.

Formal Complaint means a Complaint made in writing which cannot be resolved through the Informal Complaint mechanism.

Informal Complaint mean a complaint that is dealt with directly between the complainant and any other person involved, with the intention of a resolution prior to a Formal Complaint being raised.

Respondent means the person or people that a Complaint is made against.

Procedure

Lyons College recognises that academic and non-academic Complaints will need to be handled differently. For this reason, this Procedure will deal with them separately.

If the student is enrolled at Lyons College, their current status will remain in effect during the time of the complaint/grievance lodging, resolution and/or appeal process. Accessing the *Student Complaints and Appeals Policy and Procedure* will be at no cost to the student. The provision of information and access to the Policy and Procedure will also be at no cost to the student.

All Complaints and Appeals lodged will be dealt with in a timely manner which ensures privacy and where necessary confidentiality, of the parties involved.

These procedural steps apply to both international and domestic students.

The student has the ability to access advocacy throughout this process. Lyons College will facilitate the appropriate Student Representative (SR) for VET or higher education to provide or arrange advocacy for the student.

The student will have access to the Student Representative for VET or higher education who will act and provide advocacy for the student. This will include the SR providing advice and guidance on the nature of the complaint and assisting the student with the Formal Complaint lodgement process if the matter proceeds to that stage.

Students will have the opportunity to formally present their case (at no cost to them) and be accompanied and assisted by a support person at any relevant meeting.

All assessments and investigations of Complaints and Appeals under this Procedure must be conducted in a professional, fair and transparent manner.

The process for academic and non-academic complaints set out in the Student Complaints and Appeals Policy is as follows:

8. Informal Complaint
9. Formal Complaint
10. Investigation of Formal Complaint
11. Initial Outcome of Formal Complaint
12. Internal Appeal and Review of Initial Outcome
13. Outcome of Appeal and Internal Review
14. External Complaints, Appeal and Review

Non-Academic Complaints and Appeals Procedure

1. Informal Complaints

Students are encouraged resolve any non-academic concerns or Complaints informally prior to making a Formal Complaint. A student may request that an Informal Complaint is mediated by a Lyons College staff member who is not involved in the matter.

If the Complaint relates to the behaviour of another student or any Lyons College staff, the Complainant should attempt to resolve the matter directly with the Respondent. The Complainant should let the Respondent know what behaviour they are not happy with, and attempt to resolve the matter directly between the two parties.

If the Complainant is concerned about the Respondent's potential reaction to discussing the Complaint, the Complainant should lodge a Formal Complaint rather than approach the Respondent directly.

2. Formal Complaint

The Formal Complaint process starts when a student lodges a Student Complaint Form with Student Administration. The Student Complaint Form can either emailed to

admin@lyons.edu.au or given to Student Administration at reception. If the student has any concerns around confidentiality, they may lodge the Student Complaint Form directly with the CEO or Administration Manager.

Once a Student Complaint Form is received by Student Administration, the complaint is logged in the Complaints Register. The Complaint will then be referred to the most appropriate Lyons College staff member for investigation. Generally, Formal Complaint investigation will be managed by the Administration Manager. If the Complaint is in relation to the Administration Manager, it will be managed by the CEO

The student will be informed of their rights to obtain independent professional advice. The student will also be informed that they have the right for appropriate advocacy during the process. Where available, Lyons College will facilitate advocacy services for students.

The assessment and investigation of the Complaint or Appeal will commence within ten (10) business days of the Complaint or Appeal being lodged in accordance with this Procedure.

3. Investigation of Formal Complaint

The investigating officer will gather all evidence and conduct interviews as required. The investigating officer needs to provide an outcome within twenty (20) business days of the Formal Complaint being lodged with Student Administration. If there are compelling reasons, the investigating officer may be required to provide an outcome of the investigation in a shorter time, in which case all parties will be notified.

The investigating officer will need to provide a written report which includes the resolution, the evidence and other factors taken into account and their reasoning behind the resolution. This report will be uploaded against the student file and the resolution recorded in the Complaints Register.

4. Initial Outcome of Formal Complaint

The Complainant will be informed of the resolution of the Formal Complaint investigation in writing within two (2) business days of the report being finalised. The full details of the investigating officers report may not be disclosed to the Complainant depending on the circumstances and taking into account Privacy and confidentiality.

If the student accepts the resolution, any actions required must be completed within fifteen (15) business days. If the actions are unable to be completed within fifteen (15) business days for reasons outside of Lyons College's control, the student will be advised of the reasons and provided an estimated date that the actions will occur.

5. Internal Appeal and Review of Initial Outcome

If the Complainant is not satisfied with the initial resolution, they can lodge an Appeal. The Appeal must be lodged in writing within ten (10) business days of the Complainant receiving the resolution in writing. The Appeal will be escalated to the level above the investigating officer for review.

For example, complaints investigated by the Administration Manager will be reviewed by the CEO. Matters which have been investigated by the CEO will be reviewed by a Board Member.

The assessment and investigation of the Complaint or Appeal will commence within ten (10) business days of the Complaint or Appeal being lodged in accordance with this Procedure.

6. Outcome of Appeal and Internal Review

The Appeal reviewer will need to provide a written report which includes the resolution, the evidence and other factors taken into account and their reasoning behind the resolution. This report will be uploaded against the student file and the Appeal resolution recorded in the Complaints Register.

The internal Appeal should be completed within fifteen (15) business days of being lodged by the student. The student must be notified in writing of the outcome if the internal Appeal within five (5) business days of the finalisation of the internal review, including detailed reasons for the outcome and that they have the right to access an external complaints handling and appeals process at no cost.

If the student accepts the resolution, any actions required must be completed within fifteen (15) business days. If the actions are unable to be completed within fifteen (15) business days for reasons outside of Lyons College's control, the student will be advised of the reasons and provided an estimated date that the actions will occur.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, Lyons College must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.

7. External Complaints, Appeal and Review

7.1. External Complaints

Australian Skills Quality Authority (ASQA)

Students enrolled in a VET course can make a complaint to ASQA. For more details on what complaints ASQA will investigate, please see their complaints page: <https://www.asqa.gov.au/complaints>

ASQSA contact details

Phone: 1300 701 801
Website: <https://www.asqa.gov.au/>
Email: enquiries@asqa.gov.au

Tertiary Education Quality and Standards Agency (TEQSA)

Students enrolled in a higher education course can make a complaint to TEQSA. For more details on what complaints TEQSA will investigate, please see their complaints page: <https://www.teqsa.gov.au/complaints>

TEQSA contact details:

Phone: 1300 739 585
Website: <https://www.teqsa.gov.au/>
Email: enquiries@teqsa.gov.au

Office of the Commonwealth Ombudsman Complaints (only for International students)

The Office of the Commonwealth Ombudsman (OCO) investigates complaints that international students have with private education providers. International students can access the external complaints process through the OCO at no cost. The OCO will only consider administrative decisions made by Lyons College, and will not assist students with provider quality issues. Further information on what the OCO will investigate and the process to lodge a complaint with them are available at:

<http://www.ombudsman.gov.au/about/overseas-students>

OCO contact details:

Phone: 1300 362 072
Website: <http://www.ombudsman.gov.au/about/overseas-students>

The OCO can help students with complaints about:

- being refused admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment

The OCO cannot help students with complaints about the quality of Lyons College, for example:

- the qualifications and experience of Lyons College's teachers
- the quality of the teaching in your course
- the resources at Lyons College, for example: equipment or library resources
- the building, classrooms and amount of space available for your course
- grading or reassessment of work
- allegations or occurrences of Academic Misconduct by students

Students should be aware that OCO states that students should try to resolve the complaint with the provider before contacting them. If the OCO decides to investigate the complaint, Lyons College will fully cooperate and provide all required evidence and documents.

In the event that the OCO does not investigate the complaint, and the student and Lyons College cannot come to an agreed resolution, that matter can be referred for external appeal and review.

7.2 External Appeal and Review

If the student is not satisfied with the resolution provided by the Appeal and internal review, they can ask for an external review of the decision. The student must seek external review within twenty (20) business days of receiving the written notification of the internal appeals process. The outcome from the external Appeal and review will be recorded in the student's file as well as the Complaints Register.

Referral to the Resolutions Institute's Student Mediation Scheme

The Resolution Institute administers the Student Mediation Scheme to provide educational and training institutions with an external appeals process. The Scheme allows Lyons College or its student to refer to Resolution Institute as the external review body once their internal grievance system has been exhausted. Resolution Institute appoints a suitably qualified mediator, liaises between the parties as necessary and manages the process.

Lyons College is a Member of the Resolutions Institute's Student Mediation Scheme, Member Number 44276. Details of this service can be accessed at: <https://www.resolution.institute/>

The Student Mediation Scheme is a mechanism for students to achieve a resolution stemming from a complaint. This, however, is not a mandatory step and students can bypass the Student Mediation Scheme and elect to refer the matter directly to the Resolution Institute for expert determination.

If mediation under the Student Mediation Scheme proceeds, the student and Lyons College will follow the process set out by the Resolution Institute. Lyons College will fully cooperate and provide all required evidence and documents.

Lyons College will bear the cost of the Student Mediation Scheme if the matter proceeds to that stage, with no cost to the student.

If the student accepts the resolution after the mediation process, any actions required must be completed within fifteen (15) business days. If the actions are unable to be completed within fifteen (15) business days for reasons outside of Lyons College's control, the student will be advised of the reasons and provided an estimated date that the actions will occur.

Resolution Institute's Expert Determination

Expert determination is an informal, fast and effective process that can be used to resolve a wide range of disputes including disputes between students and education providers. An expert determiner decides a technical matter, drawing on his or her expertise in the field and basing it on the evidence presented by the parties.

If the student is not satisfied with the resolution provided by the Resolution Institute under the Student Mediation Scheme, or elects to bypass the Student Mediation Scheme, the student can ask that the matter be referred to the Resolution Institute for expert determination. The outcome

from the external Appeal and review will be recorded in the student's file as well as the Complaints Register.

To commence the process, student needs to fill out an application form found [here](#). Lyons College will pay the application fee of \$1,100. Once submitted and paid, the Resolution Institute will go through their nominations process, like as they would in the Student Mediation Scheme, and nominate an expert determiner.

Lyons College will bear the cost of the Expert Determination process, with no cost to the student.

Please follow this link for more information on expert determination
<https://www.resolution.institute/resolving-disputes/expert-determination>

Further Avenues of Appeal

If the student does not agree with the Expert Determination from the Resolution Institute, they will be informed of their legal rights under Australian and Victorian law that they may be able to take the matter further through legal action against Lyons College. The student will be advised that they will need to seek their own professional legal advice regarding this. The student will be informed that any advice sought, or action taken from this stage will be at their cost.

Academic Complaints and Appeals Procedure

1. Informal Complaints

Students are encouraged resolve any academic concerns or Complaints informally prior to making a Formal Complaint. A student may request that an Informal Complaint is mediated by a Lyons College staff member who is not involved in the matter.

If the Complaint relates to assessment results, the Complainant should talk directly with the academic staff member who gave the grade. This is an opportunity for the Complainant and the academic staff member to review the mark. Both parties should agree to a timeframe to resolve the matter which no more than ten (10) business days. If the matter is not resolved within ten (10) business days, the student should lodge a Formal Complaint.

If the Complaint relates to issues with student progress or academic integrity, the Complainant should discuss the matter directly with the Respondent. Both parties should agree to a timeframe to resolve the matter which no more than ten (10) business days. If the matter is not resolved within ten (10) business days, the student should lodge a Formal Complaint.

The student will have access to the SR to provide advocacy at the Informal Complaint stage. The SR will provide advocacy, advice and guidance on the Informal Complaint and assist the student in trying to reach a resolution.

If the student is not satisfied with the resolution of the Informal Complaint process, they should lodge a Formal Complaint using the Student Complaint Form.

2. Formal Complaint

The Formal Complaint process starts when a student lodges a Student Complaint Form with Student Administration. The Student Complaint Form can either be emailed to admin@lyons.edu.au or given to Student Administration at reception. If the student has any concerns around confidentiality, they may lodge the Student Complaint Form directly with the CEO or Administration Manager.

The student will have access to the SR to provide advocacy, advice and to assist them with the Formal Complaint process. The SR will provide advocacy, advice and guidance on the Formal Complaint process and may provide assistance to the student in completing the Formal Complaint Form. The SR will be available to the student until the completion of *Student Complaints and Appeals Procedure*.

Once a Student Complaint Form is received by Student Administration, the complaint is logged in the Complaints Register. The Complaint will then be referred to the most appropriate Lyons College staff member for investigation. Generally, Formal Academic Complaint investigation will be managed by the VET Manager, Dean or Administration Manager. If the Complaint is in relation to the VET Manager, Dean or Administration Manager, it will be managed by the CEO.

The student will be informed of their rights to obtain independent professional advice if they desire.

3. Investigation of Formal Complaint

The investigating officer will gather all evidence and conduct interviews as required. The investigating officer needs to provide a resolution within twenty (20) business days of the Formal Complaint being lodged with Student Administration. If there are compelling reasons, the investigating officer may be required to provide an outcome of the investigation in a shorter time, in which case all parties will be notified.

The investigating officer will need to provide a written report which includes the resolution, the evidence and other factors taken into account and their reasoning behind the resolution. This report will be uploaded against the student file and the resolution recorded in the Complaints Register.

4. Initial Outcome of Formal Complaint

The Complainant will be informed of the resolution of the Formal Complaint investigation in writing within two (2) days of the report being finalised. The full details of the investigating officer's report may not be disclosed to the Complainant depending on the circumstances and taking into account Privacy and confidentiality.

If the student accepts the resolution, any actions required must be completed within fifteen (15) business days. If the actions are unable to be completed within fifteen (15) business days for reasons outside of Lyons College's control, the student will be advised of the reasons and provided an estimated date that the actions will occur.

5. Internal Appeal and Review of Initial Outcome

If the Complainant is not satisfied with the initial resolution, they can lodge an Appeal. The Appeal must be lodged in writing within ten (10) business days of the Complainant receiving the outcome in writing. The Appeal will be escalated to the level above the investigating officer for review.

For example, complaints investigated by the Dean will be reviewed by the CEO. Matters which have been investigated by the CEO will be reviewed by the Chair of the Board for VET students or Chair of the Academic Board for higher education students.

6. Outcome of Appeal and Internal Review

The Appeal reviewer will need to provide a written report which includes the resolution, the evidence and other factors taken into account and their reasoning behind the resolution. This report will be uploaded against the student file and the Appeal resolution recorded in the Complaints Register.

The internal Appeal should be completed within fifteen (15) business days of being lodged by the student. The student must be notified in writing of the outcome if the internal Appeal within five (5) business days of the finalisation of the internal review, including detailed reasons for the outcome and that they have the right to access an external complaints handling and appeals process at no cost.

If the student accepts the resolution, any actions required must be completed within fifteen (15) business days. If the actions are unable to be completed within fifteen (15) business days for reasons outside of Lyons College's control, the student will be advised of the reasons and provided an estimated date that the actions will occur.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, Lyons College must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.

7. External Complaints, Appeal and Review

7.1. External Complaints

Australian Skills Quality Authority (ASQA)

Students enrolled in a VET course can make a complaint to ASQA. For more details on what complaints ASQA will investigate, please see their complaints page: <https://www.asqa.gov.au/complaints>

ASQSA contact details

Phone: 1300 701 801
Website: <https://www.asqa.gov.au/>
Email: enquiries@asqa.gov.au

Tertiary Education Quality and Standards Agency (TEQSA)

Students enrolled in a higher education course can make a complaint to TEQSA. For more details on what complaints TEQSA will investigate, please see their complaints page: <https://www.teqsa.gov.au/complaints>

TEQSA contact details:

Phone: 1300 739 585
Website: <https://www.teqsa.gov.au/>
Email: enquiries@teqsa.gov.au

Office of the Commonwealth Ombudsman Complaints (only for International students)

The Office of the Commonwealth Ombudsman (OCO) investigates complaints that international students have with private education providers. International students can access the external complaints process through the OCO at no cost. The OCO will only consider administrative decisions made by Lyons College, and will not assist students with provider quality issues. Further information on what the OCO will investigate and the process to lodge a complaint with them are available at:

<http://www.ombudsman.gov.au/about/overseas-students>

OCO contact details:

Phone: 1300 362 072
Website: <http://www.ombudsman.gov.au/about/overseas-students>

The OCO can help students with complaints about:

- being refused admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment

The OCO cannot help students with complaints about the quality of Lyons College, for example:

- the qualifications and experience of Lyons College's teachers
- the quality of the teaching in your course
- the resources at Lyons College, for example: equipment or library resources
- the building, classrooms and amount of space available for your course
- grading or reassessment of work
- allegations or occurrences of Academic Misconduct by students

Students should be aware that OCO states that students should try to resolve the complaint with the provider before contacting them. If the OCO decides to investigate the complaint, Lyons College will fully cooperate and provide all required evidence and documents.

In the event that the OCO does not investigate the complaint, and the student and Lyons College cannot come to an agreed resolution, that matter can be referred for external appeal and review.

7.2 External Appeal and Review

If the student is not satisfied with the resolution provided by the Appeal and internal review process, then they can ask for an external review of the decision. The student must seek external review within twenty (20) business days of receiving the written notification of the internal appeals process. The outcome from the external Appeal and review will be recorded in the student's file as well as the Complaints Register.

Referral to the Resolutions Institute's Student Mediation Scheme

The Resolution Institute administers the Student Mediation Scheme to provide educational and training institutions with an external appeals process. The Scheme allows Lyons College or its student to refer to Resolution Institute as the external review body once their internal grievance system has been exhausted. Resolution Institute appoints a suitably qualified mediator, liaises between the parties as necessary and manages the process.

Lyons College is a Member of the Resolutions Institute's Student Mediation Scheme, Member Number 44276. Details of this service can be accessed at:

<https://www.resolution.institute/>

The Student Mediation Scheme is a mechanism for students to achieve a resolution stemming from a complaint. This, however, is not a mandatory step and students can bypass the Student Mediation Scheme and elect to refer the matter directly to the Resolution Institute for expert determination.

If mediation under the Student Mediation Scheme proceeds, the student and Lyons College will follow the process set out by the Resolution Institute. Lyons College will fully cooperate and provide all required evidence and documents.

Lyons College will bear the cost of the Student Mediation Scheme if the matter proceeds to that stage, with no cost to the student.

If the student accepts the resolution after the mediation process, any actions required must be completed within fifteen (15) business days. If the actions are unable to be completed within fifteen (15) business days for reasons outside of Lyons College's control, the student will be advised of the reasons and provided an estimated date that the actions will occur.

Resolution Institute's Expert Determination

Expert determination is an informal, fast and effective process that can be used to resolve a wide range of disputes including disputes between students and education providers. An expert

determiner decides a technical matter, drawing on his or her expertise in the field and basing it on the evidence presented by the parties.

If the student is not satisfied with the resolution provided by the Resolution Institute under the Student Mediation Scheme, or elects to bypass the Student Mediation Scheme, the student can ask that the matter be referred to the Resolution Institute for expert determination. The outcome from the external Appeal and review will be recorded in the student's file as well as the Complaints Register.

To commence the process, the student needs to fill out and lodge the appropriate application form found [here](#). Lyons College will pay the application fee of \$1,100. Once submitted and paid, the Resolution Institute will go through its nominations process, like it would in the Student Mediation Scheme, and nominate an expert determiner.

Lyons College will bear the cost of the Expert Determination process, with no cost to the student.

Please follow this link for more information on expert determination
<https://www.resolution.institute/resolving-disputes/expert-determination>

Further Avenues of Appeal

If the student does not agree with the Expert Determination from the Resolution Institute, they will be informed of their legal rights under Australian and Victorian law that they may be able to take the matter further through legal action against Lyons College. The student will be advised that they will need to seek their own professional legal advice regarding this. The student will be informed that any advice sought, or action taken from this stage will be at their cost.

Student Formal Complaint Form

Instructions to students:

Please complete all relevant sections of this form and attach any evidence you think is required.

Please submit the completed Form and required evidence in person to Student Administration or email it to admin@lyons.edu.au

Student Details			
Student ID		Title	
Surname		Date of Birth	
First Name		Nationality	
Course Details			
Contact Details			
Email Address		Email Address 2	
Mobile Phone		Home Phone	
Complaint Details			
<input type="checkbox"/> Academic Complaint		<input type="checkbox"/> Non-Academic Complaint	
Have you tried resolving this matter informally?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is the complaint in relation to any of the following:			
<input type="checkbox"/> Bullying	<input type="checkbox"/> Harassment	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Privacy
<input type="checkbox"/> Safety	<input type="checkbox"/> Facilities	<input type="checkbox"/> Marks/Grades	<input type="checkbox"/> Progress
<input type="checkbox"/> Plagiarism	<input type="checkbox"/> Enrolment	<input type="checkbox"/> Delivery	<input type="checkbox"/> Other
Please provide details of your complaint.			
Student Declaration (please tick all to acknowledge you have read and under these)			
I declare that, to the best of my knowledge, the contents of this form are true and correct. I understand that making untrue or vexatious claims could result in disciplinary action against me.			
Signature (Student)		Date:	



Resolution
Institute

Lyons College

Member No 44276

Student Mediation Scheme

Current until
31 December 2020

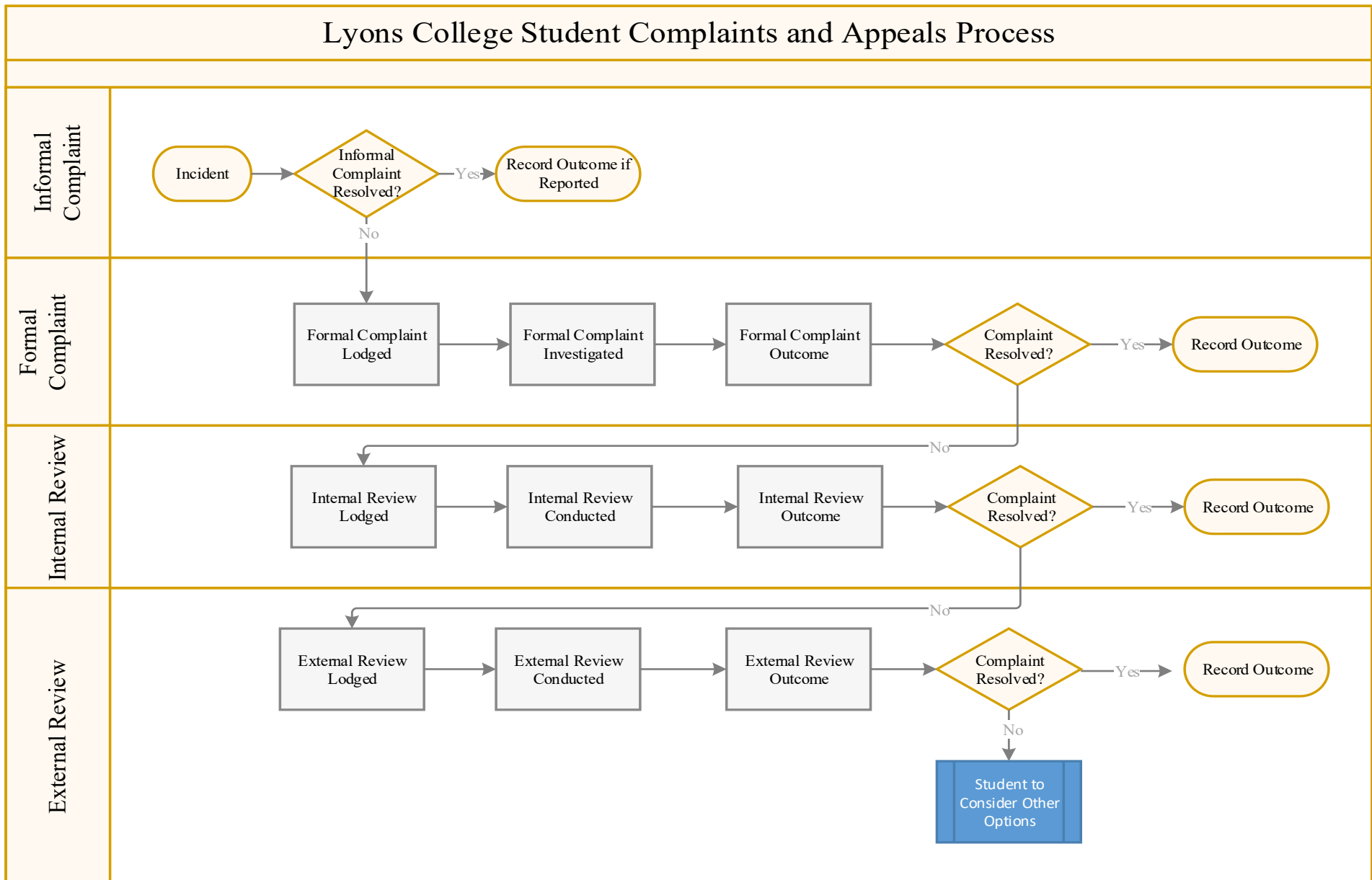
Resolution Institute is an Australasian, not for profit membership organisation that promotes and facilitates the use of alternative dispute resolution.

A handwritten signature in black ink, appearing to read "Amber Williams".

Amber Williams,
Chief Executive Officer

www.resolution.institute

Lyons College Student Complaints and Appeals Process



Student Support, Welfare and Wellbeing Policy

Purpose

This Policy outlines the principles Lyons College will adhere to in providing support to students to ensure their welfare, safety, wellbeing and security to maximise their student experience.

Scope

This Policy applies to all students of Lyons College.

Policy

Lyons College views a student's welfare as their physical, emotional, mental, intellectual, cultural and social wellbeing. Lyons College has a duty of care to ensure their successful welfare and to ensure that they are safe and secure while on campus. Lyons College also provides support and advice to enable students to maintain their welfare, safety, wellbeing and security when they are not on campus.

Lyons College acknowledges and embraces the diversity of students and understands that different students require various levels of support and assistance. Lyons College provides support to students to allow them to achieve success in their academic endeavours.

Additional support is available to all students. During the Admissions process, a student may receive special consideration at entry that includes receiving additional support. Special consideration may be granted for any of the following reasons:

- applicants with a disability
- applicants with learning or language difficulties
- applicants from a socioeconomic disadvantaged background
- applicants of Aboriginal or Torres Strait Islander descent as outlined in the *Aboriginal and Torres Strait Islander Peoples Framework Policy*
- applicants who have suffered some other disadvantage to their ability to access education

Lyons College recognises that quality education includes one-on-one time between students and academic teaching staff. To this end the Academic Board has mandated that a minimum of one hour of consultation per unit per week will be allowed for each academic staff member teaching units in any bachelor program. Additional academic support will be available on top of this minimum standard.

Academic staff will be required to pay special attention to the participation and progress of students who have been admitted with special consideration and provided with additional academic support. The *VET and HE Course Progression and At Risk Student Policies and Procedures* will provide mechanisms for the early identification and intervention to avoid students falling into the "At Risk" category. Students who have received special consideration and additional academic support at admission will have additional monitoring from academic staff, providing them the opportunity to engage in early intervention strategies to get the student back on track if they are having learning difficulties.

The Learning and Teaching Committee will be provided with regular reports on student attrition, progression and completions. These reports will include subcategories of student cohorts, particularly for ATSI students and student who have been admitted with additional support. The Academic Board will receive these reports at least twice a year and will use this data for continuous improvement and enhancing academic quality.

To ensure the best possible support for the welfare of students, Lyons College will provide:

- **Academic support which includes:**
 - ◆ Direct support from academic staff
 - ◆ Language, literacy and numeracy support
 - ◆ Early intervention for “At Risk” students
- **Administrative support which includes:**
 - ◆ Orientation
 - ◆ Information and resources in relation to support services
 - ◆ Assistance with enrolment
- **Technology support which includes:**
 - ◆ Access to internet and network
 - ◆ IT and software support for resources provided by Lyons College
- **Personal support which includes:**
 - ◆ Counselling for non-academic matters
 - ◆ Health issues
 - ◆ Welfare and disability support
- **Disability support which includes:**
 - ◆ Reasonable adjustment to assessment or teaching for students with a disability
 - ◆ Reasonable adjustment to facilities for students with a disability

Students will have access to the Student Representative (SR) for VET or higher education who will:

- be available to listen to student views and concerns, and actively represent them in an objective and accurate manner;
- provide independent support, advice and advocacy to students free of charge;
- maintain confidentiality and independence when representing students;
- provide independent support, advice and advocacy to students in relation to Lyons College’s *Student Complaints and Appeals Policy and Procedure*, Academic Misconduct and Non-Academic Misconduct;
- provide independent support, advice and advocacy for students to resolve misunderstandings or disputes with Lyons College or other students;
- act as a reference point to clarify and explain Lyons College’s Policies and Procedures to students; and
- raise student concerns with Lyons College.

The framework around ensuring the welfare, safety, wellbeing and security of students includes the following Policies and Procedures:

- Course Progression and At Risk Student Policy and Procedure
- Critical Incidents and Business Continuity Policy and Plan
- Domestic and International Student Orientation Policy and Procedure
- HE Admissions Policy and Procedure
- Occupational Health and Safety Policy and Procedure

All staff have been instructed to encourage students with academic or personal support needs to access support from relevant internal and external support services. These processes will be outlined in the Student Support and Welfare Procedure.

As part of the Workforce Plan, Lyons College has allowed for an Academic Learning Support Officer and a Student Counselling and Wellbeing Officer.

Student Support, Welfare and Wellbeing Procedure

Purpose

This Procedure outlines how Lyons College will implement the Student Support, Welfare and Wellbeing Policy.

Scope

This Procedure applies to all students of Lyons College.

Procedure

The Student Support, Welfare and Wellbeing Procedure sets out the following key areas of support that will be provided to students:

- Academic support
- Administrative support
- Technology support
- Personal support
- Disability support

Privacy

In providing support to students, they may disclose personal or private information to Lyons College. The student's Privacy will be respected, and the information will be handled in accordance with the *Privacy Policy*. Student information will remain confidential except where the information is required to be provided by law, or where the student's or someone else's health, safety or security are at immediate risk.

Access to the Student Representative

Students will have access to the Student Representative (SR) for VET or higher education who will provide the following:

- being available to listen to student views and concerns, and actively represent them in an objective and accurate manner;
- provide independent support, advice and advocacy to students free of charge;
- maintain confidentiality and independence when representing students;
- provide independent support, advice and advocacy to students in relation to Lyons College's *Student Complaints and Appeals Policy and Procedure*, *Academic Misconduct* and *Non-Academic Misconduct*;
- provide independent support, advice and advocacy for students to resolve misunderstandings or disputes with Lyons College or other students;
- act as a reference point to clarify and explain Lyons College's Policies and Procedures to students; and
- raise student concerns with Lyons College.

Identification of Individual Student Needs

Lyons College will monitor various aspects of each student's engagement to identify students who require support. This monitoring will be both formal and informal. Lyons College, at a minimum, will use the following methods to identify students who may require support:

- Student academic performance reporting
- Staff observations of student behavior
- Student progression data
- Student attendance and absenteeism reporting
- Complaints from students or staff
- Students approaching staff requesting support for themselves or other students

Once Lyons College identifies that a student requires support, the nature of the type of levels of support will be addressed. This will be communicated to the student to ensure that they understand what support is being offered, and what outcomes Lyons College expects with the provision of the support.

More than one support mechanism may be offered to a student at the one time. This may be due to the different factors that have led to the student requiring support and may include a combination of academic and non-academic support measures. Lyons College wants to take a holistic approach to ensure that the overall needs of students are being met.

1. ACADEMIC SUPPORT

Lyons College recognises that quality education includes one-on-one time between students and academic teaching staff. To this end the Academic Board has mandated that a minimum of one hour of consultation per unit per week will be allowed for each academic staff member teaching units in any bachelor program. Additional academic support will be on top of this minimum standard.

Academic staff will be required to pay special attention to the participation and progress of students who have been admitted with special consideration and provided additional academic support. The *HE Course Progression and At Risk Student Policy and Procedure* will provide mechanisms for the early identification and intervention to avoid students falling into the "At Risk" category. Students who have received special consideration and additional academic support at admission will have additional monitoring from academic staff, providing them the opportunity to engage in early intervention strategies to get the student back on track if they are having difficulties.

The Learning and Teaching Committee will be provided with regular reports on student attrition, progression and completions. These reports will include subcategories of student cohorts, particularly for ATSI students and student who have been admitted with additional support. The Academic Board will receive these reports at least twice a year and it will use this data for continuous improvement and enhancing academic quality.

Lyons College will offer academic support to students if the need is identified at no cost to the student. The Course Progression and At Risk Student Policy and the Course Progression and At Risk Student Procedure are key to Lyons College identifying students requiring academic support. Academic support includes the following:

- Direct support from academic staff
- Language, literacy and numeracy support
- Early intervention for “At Risk” students

Academic support will be part of an intervention strategy as outlined in the *Course Progression and At Risk Student Policy and Procedure*. Lyons College academic staff will also provide academic support to the student outside of the normal scheduled class times at no cost to the student. If required, and where reasonable, Lyons College may seek external assistance to provide specialist academic support to students the cost of which may be passed on to the student.

Academic support may be provided on a one to one basis, or where appropriate, in a group setting. Examples of academic support that can be offered to students who have been identified as requiring it include, but are not limited to, the following:

- Assistance from academic staff to help with academic writing skills
- Assistance from academic staff for unit/course specific issues
- Assistance from academic staff to improve English language skills
- Assistance from staff for referencing techniques and using online databases

The Course Coordinator (for higher education courses) and the VET Manager (for VET courses) will be responsible for assessing a student’s need for academic support and for following the *Course Progression and At Risk Student Policy and Procedure*.

2. ADMINISTRATIVE AND TECHNOLOGY SUPPORT

Lyons College will offer administrative and technology support to all students on a needs basis. This includes the provision of information or services prior to students who are encountering difficulties. Lyons College is proactive in its support services offered to students that remedial actions are not required at a later stage.

Examples of administrative and technology support that Lyons College will offer to students includes, but not limited to, the following:

- Orientation services
- Information and resources in relation to support services
- Assistance with enrollment
- Access to internet and network
- IT and software support for resources provided by Lyons College

Orientation Services

Lyons College has a *Domestic Student Orientation Policy and Procedure* as well as an *International Student Orientation Policy and Procedure*. These set out the information and resources provided to students commencing with Lyons College. This is to equip and inform students on all aspects of their student experience at Lyons College.

The Orientation program provides students with information on how to access the various support service offered by Lyons College. The Administration Manager, along with the Course Coordinator (for higher education courses) and the VET Manager (for VET courses), will be responsible for delivering the Orientation program as set out in the *Domestic Student Orientation Policy and Procedure* and the *International Student Orientation Policy and Procedure*.

Information and Resources in Relation to Support Services

Apart from the information provided in the Orientation program, Lyons College will offer additional information and resources to ensure that students are aware of the support services available to them. At a minimum, Lyons College will provide students information and resources to students in the form of:

- The Orientation program
- The Orientation pack
- The relevant Student Handbook
- Information published on the Lyons College Website

The Administration Manager (along with the IT Manager for online content) will be responsible for ensuring that students receive the above information and resources.

Assistance With Enrolment

The Administration Manager and Student Administration staff will be responsible to provide students with assistance with enrolment. Assistance with enrolment will include:

- Providing information and assistance during the enrolment and admissions process
- Providing information and assistance with unit and course enrollment activities
- Providing information and assistance with fees and payment options
- Providing information and assistance for obtaining Government funding or subsidies (for domestic students)
- Providing information and assistance through the RPL process

Access to Internet and Network

The Administration Manager, IT Manager, Student Administration Staff and IT Helpdesk will be responsible for ensuring that students are provided with access to the internet and the network. This includes:

- The creation of the student's Lyons College email address
- Access to the LMS (Moodle)
- Access to the internet while on campus (both through LAN and wi-fi)
- Access to the computer labs when classes are not scheduled there

IT and Software Support for Resources Provided by Lyons College

The Administration Manager, IT Manager, Student Administration staff and IT Helpdesk staff will be responsible for providing support for students in relation to IT and software provided to students by Lyons College. This includes:

- Troubleshooting access issues for students (for example resetting passwords, configuring hardware)
- Assistance from staff for use of the learning management system

3. PERSONAL SUPPORT

Lyons College will seek to identify students requiring personal support, ensuring that early intervention is provided to protect the welfare and wellbeing of the student. Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or may be in breach of the Code of Conduct.

A student may be identified as requiring personal support and intervention where their physical or mental welfare and wellbeing is at risk. This may be linked to academic performance, but poor academic performance alone should be dealt with under the *Course Progression and At Risk Student Policy and Procedure*.

If a student is identified as requiring personal support, staff (within the limits of their personal and professional experience or training) will need to assess the individual needs of students. Where support is available internally, Lyons College staff will provide the necessary support. Where Lyons College staff do not possess the skills to adequately provide support to the student, Lyons College will obtain external specialist support to ensure the safe welfare and wellbeing of the student.

Personal Support available to students will include:

- Counselling on non-academic matters
- Assistance for students transitioning into their courses
- Assistance for international students transitioning to student life in Australia
- Assistance with health issues
- Welfare and disability support
- Providing information regarding specialist services
- Pastoral support

All staff will be responsible for monitoring student behaviour and identifying incidents or students that require Lyons College's to provide personal support. Once Identified, the Administration Manager, Dean, Course Coordinator and VET Manager (as appropriate) will be responsible for ensuring that identified students receive the appropriate support services.

4. DISABILITY SUPPORT

Lyons College ensures that students who have a disability are afforded every opportunity to succeed at their academic endeavours. This has been set out in the *Diversity and Equity Policy*. Reasonable adjustments will be made for students who have been identified as requiring disability support.

During the admissions and enrolment process, students are asked if they have disabilities or a long-term medical condition that may require additional support from Lyons College. Students identified as requiring additional disability support will be consulted to determine what reasonable adjustments Lyons College can provide to the student.

Where a student has been identified as requiring additional disability support, it will be the responsibility of the Administration Manager along with the Dean to ensure that it is provided.

Reasonable adjustment for a student with a disability could include:

- Reasonable adjustment to the teaching environment for students with a disability
- Reasonable adjustment to assessment/ exam conditions during assessment/ examination periods
- Reasonable adjustment to facilities for students with a disability
- Loan of and/or advice on specialist equipment
- Assistance in obtaining education materials in alternative formats
- Temporary assistance due to short term illness/hospitalisation

All staff have been instructed to encourage students with academic or personal support needs to access support from relevant internal and external support services.

As part of the Workforce Plan, Lyons College has allowed for an Academic Learning Support Officer and a Student Counselling and Wellbeing Officer. These will be subject to student numbers and turnover but are viewed as vital roles in supporting students succeed in their academic endeavours.

	Responsibility	Support Available
Academic Support	Course Coordinator (for higher education courses) VET Manager (for VET courses) Lecturers Tutors Trainers and Assessors	<ul style="list-style-type: none"> ➤ Direct support from academic staff ➤ Language, literacy and numeracy support ➤ Early intervention for “At Risk” students
Administrative and Technology Support	The Administration Manager IT Manager Course Coordinator (for higher education courses) VET Manager (for VET courses) Student Administration Staff IT Helpdesk	<ul style="list-style-type: none"> ➤ Orientation services ➤ Information and resources in relation to support services ➤ Assistance with enrolment ➤ Access to internet and network ➤ IT and software support for resources provided by Lyons College
Personal Support	<p>Identification: All staff</p> <p>Implementation: Administration Manager Dean Course Coordinator VET Manager</p>	<ul style="list-style-type: none"> ➤ Counselling for non-academic matters ➤ Assistance for students transitioning into their course ➤ Assistance for international students transitioning to student life in Australia ➤ Assistance with health issues ➤ Welfare and disability support
Disability Support	Administration Manager Dean (for higher education courses) VET Manager (for VET courses)	<ul style="list-style-type: none"> ➤ Reasonable adjustment to the teaching environment for students with a disability ➤ Reasonable adjustment to assessment/exam conditions during assessment/examination periods ➤ Reasonable adjustment to facilities for students with a disability ➤ Loan of and/or advice on specialist equipment ➤ Assistance in obtaining education materials in alternative formats ➤ Temporary assistance due to short term illness/hospitalisation

Helpful Information

Services

Emergency – Police, Ambulance, Fire

Ask for Police, Ambulance or Fire. This is a free call and an interpreter is available if you need one.

Dial: 000

Dial: 122 (from mobile)

Dial: 106 (from TDD text phones)

Non-urgent – Police

Dial: 9247 6666

Crime Stoppers

Dial: 1800 333 000

Web: www.police.vic.gov.au

Find a Telephone Number

Web: whitepages.com.au

Web: yellowpages.com.au

Australian Taxation Office Apply for a Tax File Number

Dial: 13 28 65

Web: ato.gov.au

Victoria Legal Aid Legal Information Service

Dial: 1300 792 387

Web: legalaid.vic.gov.au

Foreign Embassies in Australia

Dial: 02 6261 1111

Web: dfat.gov.au

Studying In Victoria

Australian Department of Education

Web: www.education.gov.au

Dial: 1300 566 046

Tertiary Education Quality and Standards Agency

Web: <https://www.teqsa.gov.au/>

Dial: 1300 739 585

Email: enquiries@teqsa.gov.au

Department of Education and Training (Victoria)

Web: www.education.vic.gov.au

Dial: 1800 338 663

Email: enquiries@edumail.vic.gov.au

Health And Medical

Student Safety

For information on student safety and what to do in an emergency:

Web: www.study.vic.gov.au/en/living-in-victoria/health-and-safety/pages.default.aspx

Health Insurance

Web: www.studyinaustralia.gov.au/global/live-in-australia/insurance

Nurse on Call

Dial: 1300 60 60 24

Victoria Poisons Information Centre

Dial: 13 00 14

Lifeline Australia

A 24-hour crisis support on suicide prevention and mental health services:

Dial: 13 11 14

Web: lifeline.org.au

Migration And Visas

Department of Home Affairs

Dial: 131 881

Web: www.immi.gov.au or www.homeaffairs.gov.au

Money and Banking

Web: moneysmart.gov.au

Transport

Road Maps and Directions

Web: <https://maps.google.com>

Melbourne Airport

Air travel – international and domestic

Web: melbourneairport.com.au

Melbourne Airport Bus

Skybus operates between Melbourne Airport and the city centre:

Web: skybus.com.au

Taxi Services

Dial: 132 227

Web: victaxi.com.au/taxi-customers/hiring-a-taxi.aspx

Public Transport

PTV

Dial: 1800 800 007

Web: ptv.vic.gov.au

Tourism

Around Victoria

Web: visitvictoria.com

In Melbourne

Web: whatson.melbourne.vic.gov.au

Web: visitmelbourne.com

Live and Work in Victoria

To find out more about living and travelling in Victoria:

Web: liveinmelbourne.vic.gov.au

City of Melbourne International Student Guide

Tips for making the most of being a student in Melbourne:

Web: www.melbourne.vic.gov.au

Lyons

COLLEGE



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Phone: +61 3 8648 6610 | **Email:** admin@lyons.edu.au | **Website:** www.lyons.edu.au

Campus Address: Level 4, 303 Collins Street, Melbourne VIC 3000

CRICOS Provider No: 03578M | **TESQA Provider No:** 14300 | **CRICOS Course Code:** 0101915