



**Opulence  
College**

# **STUDENT HANDBOOK**

## Table of Contents

<b>1.1 This Handbook .....</b>	<b>4</b>
<b>1.2 Our Courses.....</b>	<b>4</b>
<b>1.3 Student Support Services .....</b>	<b>8</b>
<b>1.4 Credit Transfer (CT) .....</b>	<b>10</b>
<b>1.5 Recognition of Prior Learning (RPL) .....</b>	<b>10</b>
<b>1.6 Fees.....</b>	<b>11</b>
<b>1.6.1 Cooling off Period .....</b>	<b>12</b>
<b>1.6.2 Refund.....</b>	<b>13</b>
<b>1.6.3 Tuition Protection Service.....</b>	<b>14</b>
<b>1.7 Complaints and Appeals .....</b>	<b>15</b>
<b>1.8 Our Campus .....</b>	<b>17</b>
<b>1.9 Living in Australia .....</b>	<b>17</b>
<b>1.9.1 Family .....</b>	<b>17</b>
<b>2.1 Student Enrolment.....</b>	<b>17</b>
<b>2.2 Deferring   Suspending   Cancelling Your Studies.....</b>	<b>18</b>
<b>2.3 Change of Personal Information and Contact Details.....</b>	<b>18</b>
<b>2.4 Unique Student Identifier (USI) .....</b>	<b>18</b>
<b>2.5 Student Orientation .....</b>	<b>19</b>
<b>2.5 Student Surveys.....</b>	<b>19</b>
<b>3.1 Attendance and Academic Requirements.....</b>	<b>20</b>
<b>3.2 Course Progress .....</b>	<b>21</b>
<b>3.3 Assessment Policy.....</b>	<b>21</b>
<b>3.4 Submission of Assessments .....</b>	<b>22</b>
<b>3.5 Extensions to Assessment Due Dates.....</b>	<b>23</b>
<b>3.6 Assessment Appeals .....</b>	<b>23</b>
<b>3.7 Moderation and Validation.....</b>	<b>23</b>
<b>3.8 Academic Integrity and Honesty .....</b>	<b>24</b>
<b>3.8.1 Plagiarism, Cheating and Collusion.....</b>	<b>24</b>

<b>3.9 Testamurs and Statements of Attainment .....</b>	<b>25</b>
<b>3.9.1 Pathways to a Degree.....</b>	<b>25</b>
<b>4.1 Your Rights and Responsibilities .....</b>	<b>26</b>
<b>4.2 General Misconduct.....</b>	<b>27</b>
<b>4.3 Disparaging and Offensive Statements.....</b>	<b>28</b>
<b>4.4 Smoking, Alcohol and Drugs .....</b>	<b>28</b>
<b>5.1 Our Responsibilities.....</b>	<b>28</b>
<b>5.2 Education in Australia – The ESOS Framework.....</b>	<b>29</b>
<b>5.3 Access and Equity .....</b>	<b>29</b>
<b>5.4 Our Quest for Quality.....</b>	<b>29</b>
<b>5.5 Academic Policies.....</b>	<b>30</b>
<b>5.6 Critical Incidents.....</b>	<b>30</b>
<b>5.7 Marketing .....</b>	<b>34</b>
<b>5.8 Privacy and Personal Information .....</b>	<b>34</b>
<b>5.9 Legal Obligations .....</b>	<b>35</b>
<b>6.1 External Support Services.....</b>	<b>35</b>
<b>6.2 Government Legislation .....</b>	<b>36</b>

## 1.1 This Handbook

This handbook has been designed to provide you with a single source of information you need to know before and during your studies at Opulence College. It includes pre-enrolment course information and information about your rights and responsibilities, our obligations as a registered training organisation (RTO), and the policies and procedures that apply to your enrolment. If you have any questions or concerns, please contact us via email or phone at [enquiry.act@opc.edu.au](mailto:enquiry.act@opc.edu.au) or 02 6101 8650.

## 1.2 Our Courses

### **BSB50420 Diploma of Leadership and Management**

CRICOS Course Code: 104421C

*Venue:* Opulence College, Mezzanine Level, 15 Moore St, Canberra ACT 2601, Australia

*Course length:* 52 weeks (including term breaks)

*Mode of delivery:* face to face

#### *Course Overview*

The Diploma of Leadership and Management (BSB50420) reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

This course is designed to provide learners with the skills and knowledge to:

- Communicate with influence;
- Develop critical thinking in others;
- Lead and manage effective workplace relationships;
- Manage business operational plans;
- Develop and use emotional intelligence;
- Manage team effectiveness;
- Manage organisational customer service;

- Develop workplace policies and procedures for sustainability;
- Manage personal and professional development;
- Provide leadership across the organisation;
- Develop organisational strategies; and
- Lead the development of diverse workforces.

Units of Competency (total 12 units)

Unit Code	Unit Name
BSBCM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness
BSBOPS505	Manage organisational customer service
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBPEF501	Manage personal and professional development
BSBLDR602	Provide leadership across the organisation
BSBSTR602	Develop organisational strategies
BSBLDR521	Lead the development of diverse workforces

### *Entry Requirements*

#### Essential

- Students must be 18 years of age or older at course commencement.
- Students must have completed Australian Year 10 or equivalent.
- International students must hold an IELTS 5.5 or higher with no skills band less than 5 or equivalent.

#### Recommended

- It is recommended that all learners be proficient in the use of computer-based technology;
- It is recommended that all learners have the appropriate level of learning, reading, writing, language, oral communication, and numeracy skills.

This course does not include mandatory work placement.

### *Required Admission Documents*

- Passport or Australian Driver's License
- Visa document
- English proficiency test results (e.g. IELTS, PTE) for international students
- Student application form (you can access this [here](#))
- Academic history documents

### *Learning Resources*

Learners will be required to bring/provide the following items during their studies:

- Internet connected learning devices (computer, laptop, tablet, smartphone, etc.) compatible with Australian power requirements; and
- Stationery (paper, pens, etc.)

## **BSB60120 Advanced Diploma of Business**

CRICOS Course Code: 103113A

*Venue:* Opulence College, Mezzanine Level, 15 Moore St, Canberra ACT 2601, Australia

*Course length:* 78 weeks (including term breaks)

*Mode of delivery:* face to face

### *Course Overview*

The Advanced Diploma of Business (BSB60120) reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

This course is designed to provide learners with the skills and knowledge to:

- Apply critical thinking for complex problem solving;
- Manage organisational finances;
- Develop and implement business plans;
- Lead corporate social responsibility;

- Review organisational digital strategy;
- Contribute to strategic workforce planning;
- Lead and manage organisational change;
- Manage innovation and continuous improvement;
- Lead and manage effective workplace relationships; and
- Manage personal and professional development.

Units of Competency (total 10 units)

Unit Code	Unit Name
BSBCRT611	Apply critical thinking for complex problem solving
BSBFIN601	Manage organisational finances
BSBOPS601	Develop and implement business plans
BSBSUS601	Lead corporate social responsibility
BSBTEC601	Review organisational digital strategy
BSBHRM614	Contribute to strategic workforce planning
BSBLDR601	Lead and manage organisational change
BSBSTR601	Manage innovation and continuous improvement
BSBLDR523	Lead and manage effective workplace relationships
BSBPEF501	Manage personal and professional development

### *Entry Requirements*

#### Essential

- Students must be 18 years of age or older at course commencement.
- International students must hold an IELTS 5.5 or higher with no skills band less than 5 or equivalent.
- Must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions); OR
- Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

#### Recommended

- It is recommended that all learners be proficient in the use of computer-based technology;
- It is recommended that all learners have the appropriate level of learning, reading, writing, language, oral communication, and numeracy skills.

### *Required Admission Documents*

- Passport or Australian Driver's License
- Visa document
- English proficiency test results (e.g. IELTS, PTE) for international students
- Student application form (you can access this [here](#))
- Academic history documents and/or evidence of work history

### *Learning Resources*

Learners will be required to bring/provide the following items during their studies:

- Internet connected learning devices (computer, laptop, tablet, smartphone, etc.) compatible with Australian power requirements; and
- Stationery (paper, pens, etc.)

## **1.3 Student Support Services**

Opulence College is committed to ensuring that you receive sufficient support before and after enrolment to help you achieve your educational goals. If you are unsure whether the course is the right fit for you or if you are finding it difficult during your studies, we are here to help.

### **Pre-enrolment**

#### *Reasonable Adjustment*

Reasonable adjustment in Vocational Education and Training (VET) is the term applied to modifying the learning environment or making changes to the training and/or assessment delivered to assist a learner with a disability.

All prospective learners are asked to identify any pre-existing learning difficulties, disabilities, or other conditions that may inhibit their learning or ability to undertake their chosen course. All requests for reasonable adjustment are recommended to be made at the enrolment stage to allow enough time for the College to make arrangements accordingly. You can do so in your student enrolment form and by completing and submitting a Reasonable Adjustment Request Form available [here](#) ([opc.edu.au/forms](http://opc.edu.au/forms)).

The College may also identify any additional support required for students by requiring students to complete an Australian Core Skills Framework (ACSF) test (<https://www.dese.gov.au/skills-information-training-providers/australian-core-skills-framework>) or a self-assessment (<https://www.languagelevel.com/english/>) as part of the enrolment process.

Wherever possible, our trainers and assessors will make reasonable adjustments to ensure that all students are treated equally in the teaching and assessment process.



Reasonable adjustments may include:

- customising learning and/or resources and activities;
- modifying the presentation medium;
- modifying or providing special equipment such as special computer software and keyboard and large screen monitors;
- the provision of special assistance, such as an interpreter for hearing impaired candidates;
- the adaptation of the assessment methodologies, without weakening the integrity of the assessment system. For example, the College may allow students extra time to complete assessments or may vary questions and responses, e.g. using oral questioning instead of written questions.

The purpose of reasonable adjustment is to make it possible for learners to participate fully. It's not to give learners with a disability an advantage over others, to change course standards or outcomes, or to guarantee success.

The College Manager, if required, may request additional information such as third-party evidence of their stated condition in the course of reviewing your support needs. If it is deemed that the College can provide the required support, the College will make arrangements to implement the agreed support strategies, which will then be reviewed at the end of each term to ensure that you are being supported in an appropriate manner for you to progress and complete the course. All reasonable support provided by the College to enable students to achieve expected learning outcomes will be provided at no additional cost.

If external advice or support are required, the College will make arrangements to engage a suitable external third party with any costs agreed with and incurred by the prospective learner. Otherwise, the College will work with you to identify another provider that has the necessary support available. For more information, please refer to the Reasonable Adjustment Policy and Procedure at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

### **Post-enrolment**

After enrolment, if you need academic assistance during your studies, speak with your trainer and assessor. For administrative issues and questions related to your enrolment, talk to someone in the student services/administrative team.

All requests for additional support will be dealt with in confidence.

## 1.4 Credit Transfer (CT)

Opulence College recognises all nationally recognised qualifications and units of competency issued by registered training organisations (RTOs) in Australia.

As such, students are not required to repeat any unit of competency in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Credit transfer (CT) can be granted for any units of competency that have been previously attained and which:

- (a) match units of competency within a course you will be studying, or
- (b) where units of competency, despite their codes/names not being entirely identical, are deemed to be equivalent and/or from a preceding training package as listed on the National Register ([www.training.gov.au](http://www.training.gov.au)).

Please note that CT cannot be granted for the entire qualification.

There is no cost to the student where CT is granted for one or more units of competency. CT must be applied for at the start of the course to make sure the appropriate adjustments can be made to your study schedule. Students who wish to apply for CT will need to complete and submit the credit transfer and recognition of prior learning application form [here](http://opc.edu.au/forms) (opc.edu.au/forms). Your application will then be assessed in line with the College's documented procedures for assessing and approving CT. You can access our full CT and RPL policy and procedure at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

## 1.5 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process whereby a student may be able to demonstrate they have already acquired the skills and knowledge required by a unit(s) of competency through formal, non-formal, or informal learning and therefore are able to demonstrate that they can be awarded the unit(s) of competency without undertaking the training and assessment.

RPL must be applied for at the start of a course to make sure the appropriate adjustments can be made to your study schedule. Students who wish to apply for RPL will need to complete and submit the credit transfer and recognition of prior learning application form [here](http://opc.edu.au/forms) (opc.edu.au/forms). Your application will then be assessed in line with the College's documented procedures for assessing and approving CT. You can access our full CT and RPL policy and procedure at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

## 1.6 Fees

Fees can be paid in lump sum or in instalments. Tuition fees are as follows:

BSB50420 Diploma of Leadership and Management	\$6,000
BSB60120 Advanced Diploma of Business	\$9,500

In addition to tuition fees (lump sum or first instalment i.e. course deposit), you must pay an enrolment fee of \$200 and materials fee of \$100 by the payment due date specified in your invoice to guarantee your place in the course. Please note that all enrolment and materials fees are non-refundable.

Payment of all fees must be in Australian Dollars (AUD) through the following method:

### **DIRECT BANK DEPOSIT or ONLINE TRANSFER**

Bank: Australia and New Zealand Banking Group (ANZ)

Account Name: Opulence College PTY LTD

BSB: 012055

Account Number: 315447288

Bank Swift Code: ANZBAU3M

Note: For overseas transfers, \$18 will be charged for bank service fee.

**Please write your student name, course enrolled, and intake in the description/reference section when you make the bank transfer payment.**

Students who fall behind in the payment of their fees or fail to pay their tuition fee on the due date will be charged a late payment fee of \$120.00. Students may also be refused training and assessment services until such time as the fees are paid and up-to-date. Please note that students will be required to maintain academic course progress in consultation with the College Manager. Should fees remain overdue for more than one day after the due date Opulence College will inform the student of their intention to report them for non-payment of fees to the Secretary of DEEWR via PRISMS.

We understand that unexpected circumstances may arise and financial hardship may make it difficult to make payment by the due date outlined in your invoice. In such cases, please inform the College about your situation and complete and submit a Fee Payment Extension Request Form [here](http://opc.edu.au/forms) (opc.edu.au/forms). We do NOT encourage lost of contact or late payments without prior notice. Such actions will only incur a late payment fee. We encourage students to openly communicate their concerns and hardships with the College. We will endeavour to help you as much as possible within the College's capacity.

Below is also a table outlining other fees that may be applicable to you during your studies.

Replacement or Additional Issuance of Certificates	\$100
Re-issuance of CoE	\$200
Late assessment submission/late payment/re-assessment fee	\$120
Changing course	\$500
Refund processing fee for enrolment cancellations in the following circumstances: <ul style="list-style-type: none"> <li>• the learner is unable to obtain a student visa;</li> <li>• political or civil unrest or natural disasters prevent the learner leaving, their home country or paying fees in full;</li> <li>• the learner is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;</li> </ul>	\$200
Refund processing fee for enrolment cancellations more than 28 days prior to course commencement date	\$250
Refund processing fee for enrolment cancellations between 28 days and 14 days prior to course commencement date	\$500

### **1.6.1 Cooling off Period**

The College acknowledges your rights as a consumer by offering a 10-day cooling off period that commences at the time the learner returns a signed Student Acceptance Agreement indicating their understanding and acceptance of the College terms and conditions and makes the first payment for the course tuition fees as outlined in the Offer Letter. If, during this 10-day cooling off period, a learner informs the College that they do not wish to continue with their enrolment, they will be entitled to a full refund of course tuition fees paid and their enrolment will be cancelled.

The ten (10) day cooling off period is calculated using calendar days, so weekends are included and ends at 11.59pm on the final day.

## 1.6.2 Refund

All applications for a refund of monies paid to us are to be made using the Refund Application Form. A completed Refund Application Form may be accompanied by evidence to support the application. The Refund Application Form is available [here](http://opc.edu.au/forms) (opc.edu.au/forms).

The College will provide a full refund of any tuition fees paid, less a \$200 fee for processing refunds for cancellation of enrolment, if:

- the learner is unable to obtain a student visa;
- political or civil unrest or natural disasters prevent the learner leaving, their home country or paying fees in full;
- the learner is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;

The College will provide a full refund of any tuition fees paid if:

- the offer of a place is withdrawn;
- the course which was applied for is no longer offered; or
- we refuse to enroll the learner in a course.

In the event we are unable to provide services for which a student has prepaid, the student will:

- Be placed into an equivalent course such that:
  - The new location is suitable to the student; and
  - The student receives the full services for which they have prepaid at no additional cost to the learner; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount (\$1,500.00).

### **Refunds following cancellation of enrolment**

If a learner cancels their enrolment more than 28 days prior to the course commencement date, they will be entitled to a full refund of the tuition fees paid less a \$250 refund processing fee and their enrolment will be cancelled.

If a learner cancels their enrolment between 28 days and 14 days prior to the course commencement date, they will be entitled to a full refund of the tuition fees paid less a \$500 refund processing fee and their enrolment will be cancelled.

If a learner cancels their enrolment 14 days or less prior to the course commencement date, they will not be entitled to a refund of the tuition fees paid and their enrolment will be cancelled.

There will be no refund of tuition fees paid if a learner cancels their enrolment after the commencement of the course.

**A refund will not be provided:**

- In any circumstances where the student has supplied fraudulent, forged or deliberately misleading documentation;
- Where the student has had their enrolment terminated due to either academic or behavioral misconduct; or
- If a request for a refund is submitted after the student has had their enrolment terminated due to non-payment of course fees.

For more information, please refer to the Management and Refund of Tuition Fees policy and Deferral, Suspension and Cancellation of Enrolment policy and procedure at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

**Payment of refunds**

All applications for refund shall be determined within 10 working days. Learners who are not satisfied with the outcome of the refund process may access the College complaints and appeals process (please see Complaints and Appeals section below).

Once approved, refunds will be credited to the learner's account or where an account is named as the source account within the contract, to that account, within 28 calendar days and will be based on the Australian dollar fee for the course rather than any foreign currency amount. If the course is being terminated, the amount will be paid within four weeks after the written notification date by electronic transfer to a bank. The College will not compensate learners for any exchange rate differences or transfer costs that have occurred when undertaking foreign currency exchange.

**1.6.3 Tuition Protection Service**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study. The TPS ensures that students can either:

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

For further information on the TPS, please visit <https://tps.gov.au/>

## 1.7 Complaints and Appeals

We are committed to maintaining an effective, timely, fair and equitable complaints and appeals handling system that is easily accessible.

We do this by:

- Having a culture that views complaints as an opportunity to improve our processes
- Having a complaints handling system that is client focused
- Ensuring that complaints are resolved promptly, objectively, with sensitivity and in complete confidentiality
- Ensuring that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised
- Ensuring there is a consistent response to complaints

Learners are entitled to make a complaint about their learning experience at any time should the need arise. A complaint can be about any aspect of our business, and includes issues regarding the conduct of:

- the College, its trainers, assessors or other staff;
- a third party providing services on the College's behalf, its trainers, assessors or other staff; or
- a learner of the College.

The College encourages learners to attempt to resolve their grievance informally prior to submitting a formal complaint. Complaints may be submitted by completing the online Complaints and Appeals Form available on the College website, or by hard copy form available from student concierge. The College will ensure the complaints processes will begin within 10 working days of the provider receiving the formal written lodgment of the complaint.

The College has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the College or a third-party providing services on the College's behalf (if applicable). Learners are entitled to appeal assessment outcomes or complaints handling outcomes if they feel they are unjust. Learners can appeal assessment decisions or complaints handling outcomes up to 20 working days after they have been informed of the decision.

The College encourages learners to attempt to resolve their grievance informally prior to submitting a formal internal appeal. Internal appeals may be submitted by completing the

Complaints and Appeals Form available [here](http://opc.edu.au/forms) (opc.edu.au/forms), or by hard copy form available from student concierge.

The College will ensure the internal appeals processes will begin within 10 working days of the College receiving the formal written lodgment of the internal appeal. The College will ensure that the internal appeal decision maker is independent of the decision being reviewed.

Learners are also entitled to access the external complaints and appeals process at minimal or no cost if not satisfied with the result or conduct of the internal complaint handling and appeals process. Learners can lodge an external complaint about the College to ASQA and/or Overseas Student Ombudsman (OSO).

- **External complaints with ASQA:** For more information about lodging a complaint with ASQA, please visit <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>.

#### **ASQA Contact Details**

- Phone: ASQA info line: 1300 701 801
- Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

- **External complaints with OSO:** For more information about lodging a complaint with ASQA, please visit <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>.

#### **OSO Contact Details**

- In Australia call: 1300 362 072 (calls from mobile phones at mobile phone rates)
- Outside Australia, call +61 2 6276 0111.

For external appeals, learners should complete and submit the External Appeals Form [here](http://opc.edu.au/forms) (opc.edu.au/forms) to lodge a formal request for an external appeal. Once an external appeal has been lodged with any supporting material, the College will refer the external appeal to one of the following external independent third parties for resolution:

- **ASQA**
- **Overseas Students Ombudsman**

The external independent third party will manage the external appeals process through to completion. The College will not take any further action until the external appeals process has been completed.



Further information can be found on the Complaints and Appeals Policy and Procedure at <https://opc.edu.au/policies>.

## 1.8 Our Campus

### Canberra CBD

Our newly refurbished campus is located right in the heart of Canberra and has the following facilities available for students:

- Modern, technology enhanced, spacious classrooms
- Computers with online access to the entire Microsoft Office package
- Unlimited access to high-speed WiFi
- Student lounge areas and kitchen facilities including refrigerator, microwave and hot water
- Air-conditioning and heating

Photos of our campus are available at our website [here](#).

## 1.9 Living in Australia

**Cost of Living** – The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

- For students or guardians – AUD\$21,041
- For partners coming with you – AUD\$7,362
- For a child coming with you – AUD\$3,152

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as an international student.

The Insider Guides ‘Cost of Living Calculator’ is also a useful, practical tool to help estimate your cost of living in Australia ([www.insiderguides.com.au/cost-of-living-calculator/](http://www.insiderguides.com.au/cost-of-living-calculator/)).

If you experience financial trouble while in Australia, talk to Opulence College student support and student accommodation services staff for assistance.

While studying in Australia, you will find a range of accommodation options available. You can stay with a local Australian family, share an apartment with friends or live alone. For more up-to-date information on living costs and accommodation options, please visit [opc.edu.au/student-support-services/](http://opc.edu.au/student-support-services/).

### **1.9.1 Family**

Some of our students bring school-aged dependents with them to complete their studies. Any school-aged children will be obliged to attend school whilst in Australia. As a result, school fees may incur. For further information on schooling in Australia, visit <http://www.australia.gov.au/information-and-services/education-and-training/school-education>.

## **2.1 Student Enrolment**

We are committed to ensuring our student enrolment process is fair and equitable.

**We also ensure that:**

- Clear and accurate information regarding student applications and our enrolment process is available on our website at [www.opc.edu.au](http://www.opc.edu.au)
- The entry requirements for each course are clearly outlined on our website and in the marketing material for each course
- Students wishing to participate in any of our courses meet the appropriate entry requirements.

## **2.2 Deferring | Suspending | Cancelling Your Studies**

The College will only grant a deferment or suspension of studies on the grounds of compassionate and compelling circumstances. Where you have deferred commencement in a course and you then cancel the course, the original course start date before your request for deferment will be used as the course start date to determine whether a refund is to be made.

The College may suspend or terminate (cancel) your enrolment due to unpaid fees, general or academic misconduct, or unsatisfactory attendance and academic progress in accordance with the related policies. These policies also include information about the students' right to access the College's complaints and appeals procedures. Please refer to the Deferral, Suspension and Cancellation Policy and Procedure at [opc.edu.au/policies](http://opc.edu.au/policies) for more details.

## **2.3 Change of Personal Information and Contact Details**

During your enrolment, you must notify us of any changes to your name, residential address,

email address or contact number within 7 calendar days of the change occurring.

## 2.4 Unique Student Identifier (USI)

A USI is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised vocational education training (VET). This number only needs to be applied for once and it will remain with you for life. Under government legislations, **Opulence College cannot issue a statement of attainment or a qualification to a student without a verified USI.**

Having a USI means that you're able to access your records online, download them and share them with future training organisations electronically. Opulence College ensures that your personal information is stored securely and that only authorised staff can access your records.

It is also important to understand that you, as the USI holder, have control over to whom you disclose your USI.

During your enrolment process, you will be asked if you already have a USI. If you do, you simply need to provide it to us as part of your enrolment information. If you do not have a USI at the time of enrolment, you can obtain one online at <https://www.usi.gov.au/students/get-a-usi>. Alternatively, we can help create one for you. All USIs are verified as part of our enrolment process.

## 2.5 Student Orientation

Attending the Opulence College orientation program is essential for all new students and is a key step to a successful integration into our community.

The orientation program will allow you to familiarise yourself with our facilities, resources, and staff members, and will help you understand what is required of you during your time with us.

### **You will be informed about:**

- The campus and its facilities
- Student support services (internal and external support)
- Your timetable
- Your responsibilities, including attendance and course requirements
- Policies and procedures (overview)
- Complaints and appeals process
- Testamurs and statements of attainment
- Public transport
- Health services
- Emergency services

- Employment
- Unique Student Identifier (USI)

The orientation program is also an opportunity for you to ask us in person any questions you may have.

## **2.5 Student Surveys**

In maintaining our commitment to providing the best possible education we can, we conduct student satisfaction surveys at regular intervals. These surveys help us measure the overall student experience, our performance in the delivery of our courses, and the effectiveness of our student support services. Participation in our surveys is optional and anonymous. Additional surveys may be conducted from time to time should we, or any third party, require further feedback from our students.

We accept all formal and informal feedback from our students about the assessments we use in the delivery of our courses. The feedback we receive forms an important part of our continuous improvement and contributes to the ongoing refinement of our teaching and assessment methods and tools.

## **3.1 Course Progress and Attendance Policy**

### **Course Progress**

Course progress is defined as the consistent pattern of successful completion of units in a course in which you are enrolled.

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter. Trainers and assessors will monitor and report on your course progress. Failure to maintain satisfactory course progress during your studies can have serious implications on your student visa and/or enrolment.

In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term. You must satisfactorily complete all assessment tasks (i.e. receive a Satisfactory mark) for each unit of competency every term. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the trainer and assessor

aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Opulence College will do everything it can to assist students who want to learn and progress.

If the College identifies that you are at risk of not maintaining satisfactory course progress, the College administration team will contact you to determine the reason for the issue and may implement an intervention strategy if appropriate.

If the College identifies you as not achieving satisfactory course progress in a study period for the first time, the College Manager/trainer will require you to attend a meeting to identify the reasons for the unsatisfactory course progress. Together you will decide on an appropriate intervention strategy that is to be implemented. A support person, if required, may accompany you to this the meeting.

If the College identifies you as not achieving satisfactory course progress in a study period for the second consecutive time, the College Manager/trainer will inform you of the College's intention to report you to the Department of Home Affairs and/or Department of Education for unsatisfactory course progress. Before being reported, you are entitled to access the College's complaints and appeals process within 20 working days should you believe that the College has failed to record or calculate your course progress accurately, there are compassionate or compelling reasons for the lack of course progress, or the College has not implemented an intervention strategy. The College will not report you to the Department of Home Affairs and/or Department of Education or make any changes to your enrolment until any internal complaints or appeals process has been completed.

If the intervention strategies do not result in any improvement, Opulence College will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

## **Attendance and Academic Requirements**

As a CRICOS-registered RTO delivering vocational education and training to students studying in Australia on a student visa (i.e. overseas students), Opulence College must comply with the requirements of the following legislations:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- National Vocational Education and Training Regulator Act 2011 (NVR Act), including the Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs).

The above legislations require overseas students to be:

1. enrolled in a full-time registered course,

2. attend 20 scheduled course contact hours per week, and
3. complete their course within the nominated course duration.

This means that overseas students with Opulence College should:

- 1) be enrolled full-time in our registered courses (i.e. BSB50420 Diploma of Leadership and Management and BSB60120 Advanced Diploma of Business)
- 2) attend 20 scheduled course contact hours per week, which comprises of the following learning activities:
  - Face-to-face classes (1 x 3-hour class)
  - Online industry training workshops (3 x 2-hour workshops)
  - Webinars (2 x 3-hour webinars)
  - Online assessment discussion and consultation (1 x 3-hour consultation, 1 x 2-hour consultation)
- 3) complete their course by the expected course completion date outlined in their offer letter and CoE.

Students must attend class according to their timetable. Full time study is a visa requirement. Opulence College maintains class rolls as the method by which it monitors your attendance. Opulence College has a duty of care to its students and must know where its students are if they are absent.

To gain the most benefit from the Opulence College learning experience and to be able to complete your assessments you need to come to class and actively participate in the learning activities and complete your self-study exercises. Joining in with your classmates makes the learning more enjoyable. It is Opulence College's experience that failing to maintain academic progress nearly always involves students who have a poor attendance record.

You must attend a minimum of 80 per cent of the scheduled course contact hours for the course in which you are enrolled. This means that you need to attend at least 8 classes out of every 10 classes. This is a requirement of your student visa and relevant legislation. Trainers and assessors will record your class attendance at the beginning and end of each class, and record if you leave class prior to the scheduled class end time. Failure to attend the minimum scheduled course contact hours can have serious implications on your student visa and/or enrolment

If the College identifies that you are at risk of not meeting the minimum 80 per cent attendance requirements, the College administration team will contact you to determine the reason for the attendance issue. If the reason for the attendance issue is identified as a medical reason, you will be required to provide the College with a medical certificate that states the period of absence due to that medical reason. If the attendance issue is identified as being due to homesickness or social issues, the College will attempt to resolve the issue by referring you to appropriate support services. If the reason for the attendance issue is considered by the College to be a

compassionate or compelling reason, the College may temporarily suspend your enrolment while the issue is being resolved.

However, if the reason for the attendance issue is not considered by the College to be a medical, compassionate or compelling reason, you will be reminded of the College's attendance policy, and that maintaining satisfactory attendance is a student visa/study requirement. You will also be notified in writing that if your attendance falls below the minimum attendance requirement, your enrolment may be affected and/or you will be reported to the Department of Home Affairs and your student visa may be cancelled.

Should you feel you are being treated unfairly, you can access the College's complaints and appeals process for which you have 20 working days from the date of being informed of the decision to do so. The College will not report you to the Department of Home Affairs or make any changes to your enrolment until any internal complaints or appeals process has been completed.

### **3.2 Assessment Policy**

All assessments conducted by Opulence College is designed to ensure that you achieve the academic standards set by the VET Quality Framework and meet the standards expected by employers.

For each completed assessment task, you will receive a result of either 'satisfactory' or 'unsatisfactory'. To satisfactorily complete an assessment task means that you have demonstrated the skills and/or knowledge required by the assessment task to an acceptable industry standard as described by the relevant training package.

Once you have satisfactorily completed all the assessment tasks for a unit of competency, you will receive a 'Competent (C)' result for the unit. 'Competent (C)' grades are awarded on the basis that the work being assessed achieves all the learning outcomes required for that unit of competency.

If you do not satisfactorily complete all the assessment tasks for a unit of competency, you will receive a 'Not Yet Competent (NYC)' result for the unit. You will be given two more free attempts to resubmit your assessments until you receive a 'satisfactory' mark and successfully pass the unit of competency with a 'Competent (C)' result. For more information, please refer to [section 3.3](#).

### **3.3 Submission of Assessments**

All assessment tasks must be submitted via our learner's portal by their given deadline. Late submissions without an extension approval will incur a late submission fee of \$120. Failure to complete and submit your assessments may result in the failure of the corresponding unit. In such cases, you must discuss alternative arrangements with your trainer. These alternative arrangements may include:

- Completing and submitting the assessment task by a newly arranged deadline at a cost of \$500 (failed unit fee)
- Withdrawing from the course

If you are unable to sit an assessment due to illness or a serious incident, and you have not requested an extension, you may retry the assessment by submitting a Re-assessment Application Form [here](#) supported with a medical certificate or in the case of a serious incident, a statutory declaration. Under these circumstances you won't be penalised for late submission and you'll be given a new due date for when it needs to be completed by.

If you are unable to attend an assessment for any reason other than illness or a serious incident and submit your assessment after the deadline, you will be required to pay a late submission fee of \$120.

If you receive an unsatisfactory initial assessment attempt, you will be given two more free re-assessment opportunities until you receive a 'satisfactory' mark and successfully pass the unit of competency with a 'Competent (C)' result. If you fail to satisfactorily complete your assessment tasks and receive a 'Competent (C)' result for the corresponding unit of competency on your third attempt, you must discuss alternative arrangements with your trainer. These alternative arrangements may include:

- Re-doing the assessment task at a cost of \$120
- Withdrawing from the course

### **3.4 Extensions to Assessment Due Dates**

You may request for an extension for an assessment on the grounds of medical, personal, family, work-related or any other adverse and/or unforeseen circumstances before or on the assessment due date.

Failure to do so may mean that your work cannot be assessed, which can lead to your failing to complete a unit. In the event your assessor allows you to submit an assessment task after the original deadline, it may not be possible to provide you with feedback on the assessment task. You will instead simply receive an assessment result.

All assessment extension requests should be made by completing and submitting an Assessment Extension Application Form [here](#) ([opc.edu.au/forms](http://opc.edu.au/forms)). Extensions may be granted for up to a maximum of ten working days after the original due date. Supporting documents such as a medical certificate, must be supplied. Submitting a request for an extension of an assessment due date does NOT guarantee that you will receive the extension.



For further information regarding requests for an extension of an assessment due date, please refer to the Opulence College Assessment Policy and Procedure document available at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

### **3.5 Assessment Appeals**

You can appeal assessment decisions up to 20 working days after the decision has been made. Assessment appeals can be made in accordance with the College's Complaints and Appeals Policy and Procedure available at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

### **3.6 Moderation and Validation**

We are committed to ensuring we continually review and improve our assessment practices. As part of this process, we conduct moderation and validation activities at regular intervals.

Moderation is a quality control process aimed at bringing assessment judgements into alignment to ensure that all students are assessed consistently. In other words, it is a benchmarking process.

Validation involves checking that assessments have produced valid, reliable, sufficient, current, and authentic evidence, enabling us to make reasonable judgements about whether students have actually met the training package requirements. This process allows us to identify and act on any areas for improvement in our assessment practices.

For more information on our assessment moderation and validation process, please refer to the Assessment Validation and Moderation Policy and Procedure at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

### **3.7 Academic Integrity and Honesty**

We expect our students to act with academic integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials that have been used in the development of the work. In support of this, you'll need to provide a written or verbal declaration confirming the authenticity of your work each time you submit an assessment.

#### **3.8.1 Plagiarism, Cheating and Collusion**

##### ***PLAGIARISM***

is defined as the taking and using of ideas and/or expressions and/or wording of another person or organisation and passing them off as your own by failing to give the appropriate acknowledgement. This includes material from any sources such as staff, students, texts, resources and the internet, whether published or unpublished.

## ***CHEATING***

is defined as seeking to obtain an unfair advantage in the assessment of any piece of work.

## ***COLLUSION***

is defined as unauthorised collaboration between students.

Plagiarism, cheating and collusion are serious issues and unacceptable. As a consequence, we constantly monitor student projects using a variety of methods including:

- The comparison of work with electronic reference materials, internet resources and the work of other students
- The use of electronic plagiarism detection software
- The comparison of work against various academic databases
- Checking with our plagiarism register
- Other methods deemed appropriate

Any student found to have allegedly plagiarised, cheated or colluded is given an opportunity to respond to the allegations. A student found to have plagiarised, cheated or colluded will be dealt with in line with our related Policy and Procedures.

Should an incident of plagiarism, cheating or collusion be established, the consequences for the student may include one or more of the following:

- Failure of the subject or Unit of Competency
- The need to repeat the subject or Unit of Competency

For more information, please refer to the Academic Misconduct Policy and Procedure at [www.opc.edu.au/policies](http://www.opc.edu.au/policies).

## **3.8 Testamurs and Statements of Attainment**

Upon successful completion of your course, Opulence College will issue you with a nationally recognised testamur (certificate).

You will be able to collect your testamur in person or have it posted to the postal address you have provided.

If you withdraw from your studies prior to the completion of your course, you are entitled to receive a statement of attainment that lists the units of competency you have completed up until your withdrawal. If you withdraw from your studies prior to payment of any outstanding fees, you will not receive your testamur or statement of attainment until the fees are paid.

If you lose or misplace your testamur or statement of attainment, you may obtain a replacement from Opulence College. Replacement testamurs or statements of attainment will incur a \$100 administration fee. To request for an additional copy of your testamur or statement of attainment, you need to complete and submit a request form [here](http://opc.edu.au/forms) (opc.edu.au/forms).

### **3.9.1 Pathways to a Degree**

Graduating with a diploma or advanced diploma can provide you with a pathway to a degree at an Australian university. The granting of any credit towards a degree is at the discretion of the university.

## **4.1 Your Rights and Responsibilities**

As a student at Opulence College, you have certain rights and responsibilities that are designed ensure that your time with us is safe, successful and enjoyable.

### ***YOU HAVE THE RIGHT TO:***

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment that is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Expect that information on policies, procedures and courses will be accurate, timely and consistently applied
- Have your personal details and records kept private and secure
- Have access to the information we hold about you
- Have your complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Provide feedback on any matter relating to Opulence College activities, including the delivery of our courses, administration services and student support services.

### ***YOU ARE RESPONSIBLE FOR:***

- Treating everyone with fairness and respect and not doing anything that could offend, embarrass or threaten anyone or their property
- Making sure you don't harass, victimise, discriminate against or disrupt others
- Respecting the opinions and backgrounds of others
- Following all safety policies and procedures as directed by the college
- Reporting any perceived safety risks as they become known
- Notifying the college if any of your personal or contact details change
- Completing all assessment tasks, learning activities and assignments honestly and

without plagiarism

- Making sure you meet your payment schedules for your studies as per your contract with us
- Not using social media to harass, victimise, abuse or bully other students or staff members
- Not using social media, other online services or tools or any other publically available or accessible communication methods to make disparaging or offensive statements regarding Opulence College, its courses, teachers or other staff, guest lecturers or other students or to make statements which damage the good name and reputation of Opulence College, its courses, teachers or other staff, guest lecturers or other students.

Failure to act responsibly may lead to disciplinary action.

## 4.2 General Misconduct

We are committed to ensuring our learning environment remains free of all forms of misconduct, harassment and discrimination.

**Misconduct** is identified as student behaviour that intentionally disrupts or interferes with the educational, administrative, or operational activities of Opulence College, our students or our staff. Examples of misconduct include:

- Inappropriate behavior
- Disrupting a class
- Acting in a way that causes others to be fearful of their safety
- Using the college's facilities in any way that might cause harm or be illegal
- The theft of any items belonging to other students or staff or the College
- Willful damage to other people's or the College's property or premises
- Breaking any other rule or standard of behaviour that might generally apply to student conduct.

**Harassment** is identified as behaviour that includes but is not limited to:

- Unnecessary or inappropriate familiarity such as deliberately brushing against someone or constantly staring at them
- Unwanted physical contact such as touching or fondling
- Sexual assault
- Pressure or demands for sexual favours
- Sexual jokes or innuendos
- Offensive sexual gestures
- Unwelcome questions about someone's sex life
- Display or circulation of sexual material
- Offensive language or verbal abuse or comments – including any comments that put

- down or stereotype people because of their race, sexuality, pregnancy, disability etc.
- Jokes based on race, sexuality, pregnancy, disability etc.
- Offensive gestures based on race, sexuality, pregnancy, disability etc.
- The display or circulation of racist, discriminatory or other offensive material.

**Discrimination** is identified as a situation where someone feels they're being discriminated against and/or being treated less fairly than someone else.

It's against the law to discriminate against someone on a number of grounds such as race, sex and disability. It is also against the law to discriminate against someone in a number of areas such as education, employment and the provision of services.

### **4.3 Disparaging and Offensive Statements**

Students must not use social media, other online services or tools or any other publicly available or accessible communication methods to make disparaging or offensive statements regarding Opulence College, its courses, teachers or other staff, guest lecturers or other students.

Students must also not use social media, other online services or tools or any other publicly available or accessible communication methods to otherwise engage in conduct which damages the good name and reputation of Opulence College, its courses, teachers or other staff, guest lecturers or other students.

Any issues or complaints regarding Opulence College, its courses, teachers or other staff, guest lecturers or other students should be raised using the Complaints and Appeals process. For more information on the complaints and appeals process, please refer to the Complaints and Appeals Policy and Procedures at <http://www.opc.edu.au/policies>.

### **4.4 Smoking, Alcohol and Drugs**

Our campuses and offices are a smoke-free, alcohol-free and drug-free environment.

Alcohol and drugs, or students affected by alcohol or drugs, are not permitted on campus. Any student found to be affected by alcohol or drugs while on campus will face disciplinary proceedings. Any student using and/or distributing substances prohibited by law may be suspended or have their enrolment cancelled and be reported to the relevant authorities.

### **5.1 Our Responsibilities**

As a student of Opulence College, you are entitled to the highest levels of standards in all areas of our business.

In recognition of this, we promise to honour the following obligations. We will:

- do everything we can to make sure we understand the needs of our students, our staff

and the industries in which we operate

- do everything we can to make sure we understand your specific needs and be flexible in our approach to serving you
- operate professionally and conduct business in a sound and ethical manner
- employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity
- treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.

We are committed to providing excellence in training and education. This commitment includes meeting and striving to exceed the requirements of the VET Quality Framework. We are also committed to ensuring we use best practice management approaches to manage our organisation.

## **5.2 Education in Australia – The ESOS Framework**

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding study experience.

Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). A detailed explanation of this framework can be accessed at <https://www.asqa.gov.au/about/asqa/key-legislation/esos>.

## **5.3 Access and Equity**

We will always treat people fairly and equitably. We foster an environment free from discrimination and harassment and we apply access and equity principles through all of our policies and procedures in order to promote full and equal participation of all students in our courses, to foster an environment free of discrimination and harassment and to assist students to identify and achieve their desired outcomes.

## **5.4 Our Quest for Quality**

Quality is assured in all aspects of what we do, including training and assessment services, student services and the management of our internal operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated, and analysed, and the outcomes are used to monitor and improve business operations.

Students and prospective students are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received is used as part of our continuous improvement cycle.

## 5.5 Academic Policies

We are committed to ensuring that all our training services are of the highest quality possible and are reflective of current industry trends and employer expectations. This is achieved by ensuring that:

- Training is delivered by appropriately qualified trainers who have extensive industry experience and currency
- All our courses meet the requirements of the applicable training package
- All our courses are developed in consultation with industry experts
- Feedback is collected with regards to all our training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and education services we provide
- The individual learning and support needs of all students are identified upon entry into a course
- All trainers and assessors participate in moderation and validation of the units and courses of which they deliver and assess
- Units of competency and courses are moderated and validated and the outcomes are used to improve our training services and products.

## 5.6 Critical Incidents

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury to a learner or staff member. The College has a Critical Incident Committee to assist the CEO in the prevention and management of critical incidents.

If you need to seek assistance for and report an incident that significantly impacts on your wellbeing, including critical incidents, please contact:

- Leo Luo (Campus Director)
  - Email: [leo.luo@opc.edu.au](mailto:leo.luo@opc.edu.au)
  - Phone: 0449 590 225

For further information regarding the management of critical incidents, please refer to the Opulence College Critical Incident Policy document available at <http://www.opc.edu.au/policies>.

### 5.6.1 Emergency Contacts

<b>24-hour emergency assistance for life threatening emergency situations</b> (police, fire brigade, ambulance)	<b>000</b> or <b>112</b> on mobile phone
Local police station contacts for <b>non-emergency</b> situations	<b>(02) 6256 7777</b> or <b>131 444</b>

<b>HealthDirect</b>	<b>1800 022 222</b>
<p>HealthDirect offers free 24/7 <b>telephone health advice</b> provided by registered nurses. They can provide advice when you're not sure whether you should see a local GP, manage the condition at home, or go to an emergency department.</p> <p>For more information, please refer to their website at <a href="https://www.healthdirect.gov.au/">https://www.healthdirect.gov.au/</a></p>	
<b>State Emergency Service</b>	<b>132 500</b>
<p>The ACT State Emergency Service (SES) is the lead emergency service in planning or and responding to <b>storms and floods</b>. They can help you if:</p> <ul style="list-style-type: none"> <li>• A tree has fallen on or blocked access to your property or driveway</li> <li>• A tree is at risk of falling on or blocking access to your property or driveway</li> <li>• Your property is flooded or is in danger of flooding</li> <li>• Your roof is damaged or leaking as a result of a storm</li> <li>• To provide preparedness information and education to the community</li> </ul> <p>For more information, please refer to their website at <a href="https://esa.act.gov.au/state-emergency-service">https://esa.act.gov.au/state-emergency-service</a></p>	
<b>Poisons Information Centre</b>	<b>131 126</b>



The NSW Poisons Information Centre provides the latest **poisons information** to the public and **toxicology advice** to health professionals on the management of poisoned and envenomed patients.

Telephone advice is available 24/7 on 131 126 anywhere in Australia.

For more information, please refer to their website at <https://www.poisonsinfo.nsw.gov.au/>

<b>Lifeline</b>	<b>13 11 14</b>
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Lifeline provides 24-hour access to telephone **crisis support and suicide prevention services**.

Their services include:

- 24/7 crisis support line: 13 11 14
- Nightly SMS-based crisis support service: 0477 13 11 14
- Nightly online chat service with a crisis supporter

For more information, please refer to their website at <https://www.lifeline.org.au/about/our-services/>

<b>Kids Helpline</b>	<b>1800 55 1800</b>
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Kids Helpline is Australia's only free, confidential 24/7 **online and phone counselling service** for **young people aged 5 to 25**. Qualified counsellors are available via WebChat, phone or email.

For more information, please refer to their website at <https://kidshelpline.com.au/>

<b>Suicide Call Back Service</b>	<b>1300 659 467</b>
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Suicide Call Back Service is a nationwide service providing 24/7 telephone and online counselling to **people affected by suicide**, including people at risk of suicide, concerned about

someone at risk, bereaved by suicide and people experiencing emotional or mental health issues.

For more information, please refer to their website at <https://www.suicidecallbackservice.org.au/>

**ACT Access Mental Health**

**1800 629 354 or 02 6205 1065**

ACT Access Mental Health is a 24/7 telephone intake, referral and information service for people concerned about their **mental health and wellbeing** or experiencing a **mental health crisis**. This service provides a streamlined process for mental health screening, telephone assessment and referral.

For more information, please refer to their website at <https://health.act.gov.au/services-and-programs/mental-health/getting-help>

**Canberra Rape and Crisis Centre**

**02 6247 2525**

Canberra Rape and Crisis Centre provides 24-hour crisis call out service to police and forensic services and a crisis and counselling telephone support service between 7am – 11pm, 7 days a week, for **people affected by sexual violence**.

For more information, please refer to their website at <https://crcc.org.au/>

**1800 RESPECT**

**1800 737 732**

1800 RESPECT offers 24/7 telephone and online counselling for people affected by **sexual, domestic, or family violence and abuse**.

For more information, please refer to their website at <https://www.1800respect.org.au/>

**Domestic Violence Crisis Service (DVCS)**

**02 6280 0900**

Domestic Violence Crisis Service provides 24/7 telephone and online chat crisis intervention services to people who is experiencing or has experienced **domestic and family violence**.

For more information, please refer to their website at <https://dvcs.org.au/>

**MensLine**

**1300 78 99 78**

MensLine provides 24/7 telephone and online counselling services for **men** with concerns about mental health, anger management, family violence, addiction, relationship, stress and wellbeing.

For more information, please refer to their website at <https://mensline.org.au/>

## 5.7 Marketing

We are committed to ensuring that:

- We market and advertise all our qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements.
- Our students are recruited in an ethical and responsible manner and receive clear, accurate and appropriate information to help them make informed decisions about our courses prior to enrolment.

## 5.8 Privacy and Personal Information

We will only collect personal information by fair and lawful means and which are necessary for the functions of Opulence College.

We are committed to ensuring the confidentiality and security of all information provided. Any information you give us will only be used to provide information about study opportunities, to enable efficient course administration and to maintain proper academic records.

Personal information about students studying with us may be shared with the Australian Government and/or designated authorities, including the Tuition Protection Service. This information may include personal and contact details and course enrolment details.

There are a number of additional specific circumstances in which we may be obliged to disclose an individual's personal information to another person or organisation (e.g. if a disclosure is required by law). You have the right to access or obtain a copy of the personal information we hold about you. Requests to access or obtain a copy of personal information must be made in writing and submitted to your trainer by completing the Request to Access Personal Information form [here](https://opc.edu.au/forms) (opc.edu.au/forms).

If you believe your personal information may be incorrect, incomplete, out of date or misleading, please let us know immediately and we'll make the necessary corrections.

For more information, please refer to the Information Security and Records Retention policy and procedure at <http://www.opc.edu.au/policies>.

## 5.9 Legal Obligations

We are committed to ensuring that we:

- Maintain adequate, current and appropriate insurance and registration
- Comply with all laws relevant to the operation of our business
- Allow government departments or their agents access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles
- Keep records of students' results for a period of at least thirty (30) years
- Will manage the transition from superseded Training Packages within twelve (12) months of their publication so that we only deliver currently accredited courses

## 6.1 External Support Services

### *OVERSEAS STUDENTS OMBUDSMAN*

<http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

**Phone: 1300 362 072**

(OSO) investigates complaints about problems that intending, current or former overseas students may have with private schools, colleges or universities (education providers) in Australia can call about anything that might be troubling you.

### *FAIR WORK OMBUDSMAN*

<https://www.fairwork.gov.au>

Fair Work Ombudsman provides information and advice about workplace rights and obligations, including for visa holders and migrants.

### *REACH OUT*

<http://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve

young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### ***BEYOND BLUE***

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

We all have good days and bad days. Then there are those days when something isn't quite right, you've got something on your mind, or things just seem too much. Whatever it may be, sharing the load with someone else can really help. So, no matter who you are, or how you're feeling, you can talk it through with them. They will point you in the right direction so you can seek further support.

### ***STUDY IN AUSTRALIA***

<https://www.studyinaustralia.gov.au>

This is the official Australian Government website for international students.

### ***STUDENT SAFETY***

Australia is generally a very safe and welcoming place to live and study. But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them.

For information on (including how to report an incident);

- Managing emergencies
- Personal and home safety
- Sun and water safety
- Fire safety

#### **Visit:**

Study in Australia:

Website: <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

## **6.2 Government Legislation**

All students are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulations that apply due to their participation in vocational education and training.

The following legislation relates to your studies with Opulence College.

### **FEDERAL LEGISLATION AND GUIDELINES – EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION**

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Privacy Act 1988

### **FEDERAL LEGISLATION – HEALTH AND SAFETY**

- Work Health and Safety Act 2011

### **COPYRIGHT LEGISLATION**

- The Copyright Act 1968

### **UNIQUE STUDENT IDENTIFIER LEGISLATION AND REGULATION**

- Student Identifiers Act 2014
- Student Identifiers Regulation 2014

### **VOCATIONAL EDUCATION AND TRAINING LEGISLATION**

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015

### **ESOS LEGISLATIVE FRAMEWORK**

- Education Services for Overseas Students Act 2000 (ESOS Act)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2017 (until 31 December 2017)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (from 1 January 2018)
- Education Services for Overseas Learners Regulations 2001

## **NATIONAL REGULATOR GUIDELINES**

- ASQA General Directions

## **AUSTRALIAN QUALIFICATIONS FRAMEWORK GUIDELINES**

- Australian Qualifications Framework, Second Edition, January 2013

## **STATE AND TERRITORY LEGISLATION AND GUIDELINES – EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION**

- Australian Capital Territory – Discrimination Act 1991
- New South Wales – Anti-Discrimination Act 1977
- Northern Territory – Anti-Discrimination Act 1996
- Queensland – Anti-Discrimination Act 1991
- South Australia – Equal Opportunity Act 1984
- Tasmania – Anti-Discrimination Act 1998
- Victoria – Equal Opportunity Act 2010
- Western Australia – Equal Opportunity Act 1984

## **STATE AND TERRITORY LEGISLATION AND GUIDELINES – HEALTH AND SAFETY**

- Australian Capital Territory – Work Health and Safety Act 2011
- New South Wales – Work Health and Safety Act 2011
- Northern Territory – Work Health and Safety (National Uniform Legislation) Act 2011
- Queensland – Work Health and Safety Act 2011
- South Australia – Work Health and Safety Act 2012
- Tasmania – Work Health and Safety Act 2012
- Victoria – Occupational Health and Safety Act 2004
- Western Australia – Occupational Safety and Health Act 1984

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*Information provided in this prospectus is current at the date of publication and may be subject to change.*

*Date of Print: 29.10.2021*