
STUDENT HANDBOOK

Table of Contents

1.1 This Handbook	3
1.2 Student Support Services	3
1.3 Credit Transfer (CT).....	4
1.4 Recognition of Prior Learning (RPL)	4
1.5 Fees	5
1.5.1 Cooling off Period	6
1.5.2 Cancellation & Refund Policy.....	6
1.5.3 Tuition Protection Service.....	9
1.6 Complaints and Appeals	9
1.7 Our Campuses	11
1.8 Living in Australia.....	11
1.8.1 Family	12
2.1 Student Enrolment.....	12
2.2 Deferring Suspending Cancelling Your Studies.....	12
2.3 Change of Personal Information and Contact Details	12
2.4 Unique Student Identifier (USI).....	13
2.5 Student Orientation	13
2.5 Student Surveys	13
3.1 Course Progress and Attendance Policy.....	14
Course Progress.....	14
Attendance and Academic Requirements	15
3.2 Assessment Policy	16
3.3 Submission of Assessments	16
3.4 Extensions to Assessment Due Dates	17
3.5 Assessment Appeals	17
3.6 Moderation and Validation	17
3.7 Academic Integrity and Honesty	18
3.8 Plagiarism, Cheating and Collusion	18
3.9 Testamurs and Statements of Attainment.....	19

3.9.1 Pathways to a Degree	19
4.1 Your Rights and Responsibilities	19
4.2 General Misconduct	20
4.3 Disparaging and Offensive Statements	21
4.4 Smoking, Alcohol and Drugs	21
5.1 Our Responsibilities.....	21
5.2 Education in Australia – The ESOS Framework	22
5.3 Access and Equity.....	22
5.4 Our Quest for Quality	22
5.5 Academic Policies	22
5.6 Critical Incidents.....	23
5.7 Marketing	25
5.8 Privacy and Personal Information.....	25
5.9 Legal Obligations.....	26
6.1 External Support Services	26
6.2 Government Legislation	27

1.1 This Handbook

This handbook serves as your comprehensive guide to all the essential information you'll need before and during your studies at Opulence College. It covers pre-enrolment course details, your rights and responsibilities, our obligations as a registered training organisation (RTO), and the policies and procedures related to your enrolment. If you have any questions or concerns, please reach out to us via email at enquiry.act@opc.edu.au or call 02 6101 8650.

1.2 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/or by completing a Reasonable Adjustment Request Form available [here \(https://opc.edu.au/forms-2/\)](https://opc.edu.au/forms-2/).

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, 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 <https://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 or simply contact us at enquiry.act@opc.edu.au or +612 6101 8650. All requests for additional support will be dealt with in confidence.

1.3 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 (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](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>). 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 <https://opc.edu.au/policies>.

1.4 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](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>). Your application will then be

assessed in line with the College's documented procedures for assessing and approving RPL. You can access our full CT and RPL policy and procedure at <https://opc.edu.au/policies>.

1.5 Fees

Tuition fees can be paid in lump sum or in instalments. Along with tuition fees (whether as a lump sum or first instalment, i.e., course deposit), you must pay an enrolment fee of \$250 and materials fee of \$100 by the payment due date specified in your invoice to secure your place in the course. Please note that both 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, and send a screenshot of your bank transfer receipt to account.act@opc.edu.au.

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](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>) . We do NOT encourage loss 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.

Additional Fees

Item	Cost	Notes
Enrolment Fee	\$250	Non-refundable
Re-issue CoE (Change course, extend course)	\$100	Non-refundable
Single Cover OSHC (if applicable)	N/A	Please contact admission.act@opc.edu.au to estimate your OSHC deposit's amount. It will vary between Single, Dual and Family covers.
Request for physical certificate/ Replacement of physical certificate	\$10	Non-refundable All certificates provided to students will be in digital. If students wish to request for physical certificate, they will need to pay \$10
Re-issuance of student ID card	\$20	Non-refundable
Re-assessment fee	\$120	Non-refundable This charge is per extra attempt per unit
Late assessment submission Late tuition payment	\$120	Non-refundable
Extra attempt for assessment	\$100	Every student will have a maximum of 3 attempts to do their assessments. If they fail all attempts, they will need to pay for the final extra attempt. If student failed for the final attempt, they would need to re-enrol in the unit.
Deferment/Cancellation/ Refund processing fee	\$250	Please refer to the " Cancellation and Refund Policy " on your Offer Letter to learn how refund works. <i>*This processing fee is applicable regardless of the time the application is submitted.</i>

1.5.1 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.

1.5.2 Cancellation & Refund Policy

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](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>).

Student Default Policy

1. **Default Definition:** A student is deemed to have defaulted if they cancel their course, do not start on the course commencement date, or fail to notify Opulence College in writing of any circumstances affecting their enrolment or ability to comply with the Terms and Conditions of Enrolment.
2. **Refund Timeline:** If a student defaults, Opulence College will refund fees paid according to the Cancellation and Refund Policy within 28 days of the effective notice date, which is the date the request is received by Opulence College Admissions.
3. **Request Submission:** All requests must be made in writing and accompanied by supporting documentation. Requests are forwarded to Admissions and are not effective until confirmed by Opulence College.
4. **Early Cancellation (More than 28 days):** If you cancel your enrolment more than 28 days before the course commencement date, Opulence College will refund full tuition and material fees paid, less a \$250 cancellation fee.
5. **Cancellation (28 to 14 days):** If you cancel your enrolment between 28 and 14 days before the course commencement date, Opulence College will charge 25% of tuition fees or \$250, whichever is greater. Material fees are not refunded if pre-paid tuition is less than the cancellation fee.
6. **Cancellation (14 to 7 days):** If you cancel your enrolment between 14 and 7 days before the course commencement date, Opulence College will charge 50% of tuition fees or \$250, whichever is greater. Material fees are not refunded if pre-paid tuition is less than the cancellation fee.
7. **Post-Commencement Cancellation:** If you cancel a course after the commencement date, all outstanding and due fees until the effective cancellation date must be paid in full.
8. **Due Payment Date Cancellation:** If you cancel a course on or after the due payment date, the due fees and any outstanding fees until the cancellation effective date must be paid in full.
9. **Course Deferment:** To defer your course start date, notify Opulence College more than 14 days prior to the course commencement date, or charges will apply. If granted a deferment and you later cancel, any refund amounts or cancellation fees will be based on the original course commencement date. Student visa holders should note that any deferral requires a change of eCoE, which may impact their visa status. Fees may apply for changes of eCoE.
10. **Deferment Over 3 Months:** If you defer your course for more than 3 months, a change in fees may apply.
11. **Late Cancellation:** If you cancel your enrolment less than 7 days prior, on, or after your course commencement date, fail to notify of any circumstances affecting enrolment, or fail to commence the course on the agreed date, no refunds will be given.
12. **Multiple Course Enrolment:** If enrolled in more than one course at Opulence College, the Cancellation and Refund Policy applies based on the proposed or actual commencement date of the earliest course.
13. **Instalment Plan:** If on an instalment plan, any fees due until the cancellation effective date must be paid by the due date. If your instalment plan falls under the Tuition Protection Service (TPS) regulations, subsequent payments must be made on the due date, not before. Failure to make payment by the due date may result in immediate cancellation of enrolment and notification to the Department of Home Affairs (DHA).
14. **ESOS Act Compliance:** Under the ESOS Act, Opulence College must notify the TPS Director of the default within 5 business days of its occurrence.
15. **Non-Refundable Tuition Fees:** Any tuition fees specified as non-refundable in the offer letter, will not be refunded unless it is due to a College Default (as outlined in Part C below).
16. **Other Non-Refundable Fees** Application/enrolment fees, instalment fees, and credit card transaction fees are non-refundable. If these fees were waived due to a promotion, they will be deducted from the refund amount upon cancellation.
17. **Subject to Policy:** All other fees are subject to the Cancellation and Refund Policy.

Visa Rejection

1. **Fraudulent Documentation:** No refund will be issued if your visa application is rejected due to fraudulent or forged documents, incomplete information, or any unlawful reason stated by DHA.
2. **Pre-Start Rejection:** If your visa is rejected before the course starts and Opulence College receives written notification and a copy of the rejection letter from the Australian Embassy at least 48 hours before the commencement date, a full refund of all tuition fees paid will be issued.
3. **Late Pre-Start Notification:** If the rejection notification is received less than 48 hours before the course start date, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid fees, will be issued.
4. **Delayed Visa Application:** If your visa application is delayed and the College is notified in writing with supporting documentation at least 48 hours before the course start date, the College will allow you to defer your course.
5. **Post-Start Rejection:** If the visa rejection occurs after the course starts and no classes have been attended, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid fees, will be issued.
6. **Late Notification with Full Payment:** If the visa rejection notification is received less than 48 hours before the course start date and full tuition has been paid, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the first instalment amount, will be issued.
7. **Post-Start Rejection with Full Payment:** If the visa rejection occurs after the course start date, no classes have been attended, and full tuition has been paid, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the first instalment amount, will be issued.
8. **Deferred Start with Early Notification:** If you defer your course start date and your visa application is rejected before the new start date, and Opulence College receives the rejection letter at least 48 hours before the deferred start date, a full refund of all tuition fees paid will be issued.
9. **Deferred Start with Late Notification:** If the visa rejection notification is received less than 48 hours before the deferred start date, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid fees, will be issued.
10. **Deferred Start Post-Start Rejection:** If the visa rejection occurs after the deferred course start date and no classes have been attended, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid fees, will be issued.
11. **Deferred Start with Full Payment:** If the visa rejection notification is received less than 48 hours before the deferred start date and full tuition has been paid, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the first instalment amount, will be issued.
12. **Deferred Start Post-Start Rejection with Full Payment:** If the visa rejection occurs after the deferred start date, no classes have been attended, and full tuition has been paid, a full refund of pre-paid tuition fees, minus the lesser of \$500 or 5% of the first instalment amount, will be issued.
13. **Visa Rejection After Course Commencement:** If you start the course and your visa application is subsequently rejected, you will receive a refund for the portion of tuition fees paid for which you have not received tuition.
14. **Non-Refundable Tuition Fees:** Any tuition fees specified as non-refundable in the offer letter, will not be refunded unless it is due to a College Default (as outlined in Part C below).
15. **Other Non-Refundable Fees** Application/enrolment fees, instalment fees, and credit card transaction fees are non-refundable. If these fees were waived due to a promotion, they will be deducted from the refund amount upon cancellation.
16. **Other Fees:** All other fees are subject to the Cancellation and Refund Policy.

College Default

1. Opulence College reserves the right to cancel a course and/or enrolment prior to the commencement date of a course. This will be classed as 'College Default'.
2. Opulence College will be deemed to have defaulted if a course does not start on the agreed date, or if a course is not delivered in full.
3. In the event of a College defaults, a refund of the portion of tuition fees paid for which tuition has not yet been received will be paid within 14 days of the date of default. Alternatively, you may be offered enrolment in an alternative comparable course offered by Opulence College at no additional cost.
4. You must submit a formal request indicating your preference of either a full refund of unexpended pre-paid tuition fees or acceptance of a place in another course.

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 <https://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.

1.5.3 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.

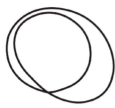
For further information on the TPS, please visit <https://tps.gov.au/>

1.6 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 Complaints and Appeals Form available [here](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>). 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](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>), 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>.

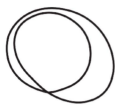
ASQA Contact Details

- Phone: ASQA info line: 1300 701 801
- Email: enquiries@asqa.gov.au

- **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](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>) 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>.

1.7 Our Campuses

Canberra and Melbourne CBD

Our newly refurbished campuses are located right in the hearts of Canberra and Melbourne and has the following facilities available for students:

- Modern, technology enhanced, spacious classrooms
- Computers with access to the entire online 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](#).

1.8 Living in Australia

Cost of Living – If you are an overseas student, the Department of Home Affairs has financial requirements you must meet in order to receive a student visa to study in Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool (<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>) for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses. For more information related to your visa application and requirements, please consult your agent.

As of August 2024, the 12-month living costs are;

- students - AUD29,710
- partners coming with you – AUD10,394
- a child coming with you – AUD4,449

The Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) covers in more detail on 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/).

If you experience financial trouble while in Australia, talk to the Opulence College administration team 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 <https://opc.edu.au/student-support-services/>.

1.8.1 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, please visit <https://www.dese.gov.au/schooling>.

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 <https://opc.edu.au/how-to-apply/>.
- The entry requirements for each course are clearly outlined on our website and in the marketing material for each course (including this student handbook).
- Students wishing to participate in any of our courses meet the appropriate entry requirements.

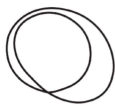
2.2 Deferring | Suspending | Cancelling Your Studies

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 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), including the 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, overseas students (i.e. students on a student visa) 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. Opulence College can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter. Trainers and assessors will regularly 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 their 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 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 will inform you of its 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. or make any changes to your enrolment until any internal complaints or appeals process has been completed. The College will not report you to the Department of Home Affairs and/or Department of Education completed.

If the intervention strategies do not result in any improvement, Opulence College will make a report to the Department of Home Affairs and/or Department of Education. 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:

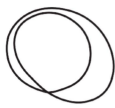
1. be enrolled full-time in our registered courses (i.e. BSB50420 Diploma of Leadership and Management and BSB60120 Advanced Diploma of Business)
2. attend 20 scheduled course contact hours per week, and
3. complete their course by the expected course completion date outlined in their offer letter and 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 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 internal 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 are 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 \$120.00. 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 two working days before 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 submitting an Assessment Extension Application Form [here](https://opc.edu.au/forms-2/) (<https://opc.edu.au/forms-2/>) ideally two working days before the original assessment deadline. 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 <https://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 <https://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 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 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 <https://opc.edu.au/policies>.

3.9 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](https://opc.edu.au/forms-2/) (o <https://opc.edu.au/forms-2/>).

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 <https://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. For more information, please refer to our Access and Equity Policy at opc.edu.au/policies.

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:

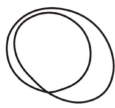
- Mr. Richard Truong (Melbourne Campus)
 - Email: richard.truong@opc.edu.au
 - Phone: 0420 324 688
- Mr. Leo Nguyen (Canberra Campus)
 - Email: Leo.nguyen@opc.edu.au
 - Phone: 0421 679 897
- Mr. Jac Chiu (Sydney Campus)
 - Email: jac.chiu@opc.edu.au
 - Phone: 0450 828 665

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

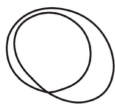
5.6.1 Emergency Contacts

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

HealthDirect	1800 022 222
HealthDirect offers free 24/7 telephone health advice 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. For more information, please refer to their website at https://www.healthdirect.gov.au/	



State Emergency Service	132 500
The ACT State Emergency Service (SES) is the lead emergency service in planning or and responding to storms and floods. They can help you if: • A tree has fallen on or blocked access to your property or driveway • A tree is at risk of falling on or blocking access to your property or driveway • Your property is flooded or is in danger of flooding • Your roof is damaged or leaking as a result of a storm • To provide preparedness information and education to the community For more information, please refer to their website at https://esa.act.gov.au/state-emergency-service	
Poisons Information Centre	131 126
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/	
Lifeline	13 11 14
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/	
Kids Helpline	1800 55 1800
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/	
Suicide Call Back Service	1300 659 467
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](http://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 <https://opc.edu.au/policies> and the College's privacy notice at <http://opc.edu.au/privacy-notice>.

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

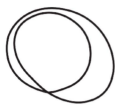
<https://www.fairwork.gov.au>

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

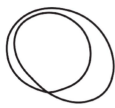
- ASQA General Directions

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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