



Signature Training College

International Student Handbook



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1. Introduction

Welcome to Signature Training College. This handbook provides comprehensive information for international students who are undertaking nationally recognised training in Australia under the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the Standards for Registered Training Organization (RTO) 2025.

It is designed to help you understand how to successfully commence, participate in, and complete your course while meeting the legal requirements of your student visa. This handbook explains your rights and obligations as an international student, including your entitlement to a safe, supportive, and high-quality learning environment.

In addition, this handbook outlines the College's responsibilities to you, the services available to support your academic and personal wellbeing, and the framework used to deliver and assess your training. You will find important information about course requirements, attendance and progress expectations, assessment processes, support services, complaints and appeals procedures, and the protections available to you under Australian law.

You are encouraged to read this handbook carefully before and during your studies and refer to it whenever needed to ensure you remain informed, compliant, and supported throughout your learning journey with Signature Training College.

2. Getting Started at the College

Starting your studies at Signature Training College is an important step. This section provides practical information to help you begin your course smoothly and confidently.

Orientation

All students are required to attend an orientation session before commencing their studies. Orientation includes:

- Introduction to the College, staff, and facilities
- Overview of your course structure and study requirements
- Explanation of student support services and policies
- Information about living in Australia and student responsibilities

Your First Day

On your first day, students should:

- Arrive on time according to their scheduled timetable



- Bring identification and any required documents
- Meet their trainer/assessor and classmates
- Receive access to learning resources and course materials

Timetable and Study Schedule

Students will be provided with a timetable outlining class schedules, assessment dates, and study requirements. It is important to:

- Attend all scheduled classes and training sessions
- Manage study time effectively
- Keep track of assessment deadlines

Student Identification and Access

Students may be issued a student ID card or login details for learning systems. These will be used to:

- Access campus facilities and classrooms
- Log in to online learning platforms
- Verify student identity when required

Key Contacts and Support

If students require assistance, they can contact:

- Trainers and assessors for academic support
- Administration staff for enrolment and timetable enquiries
- Student support services for wellbeing or personal issues

Students are encouraged to seek help early to ensure a smooth transition into their studies.

Student Rights and Responsibilities

Student Rights

Students have the right to:

- Receive quality training and assessment services.
- Be treated fairly, respectfully and without discrimination.
- Access support services and reasonable adjustments where required.
- Receive accurate information about courses, fees and policies.
- Access complaints and appeals processes.
- Have their personal information protected.



Student Responsibilities

Students are expected to:

- Participate actively in learning activities.
- Complete assessments honestly and on time.
- Maintain satisfactory course progress.
- Comply with visa conditions.
- Behave respectfully toward staff and other students.
- Provide accurate information and notify the College of any changes to contact details.

3. About the College

Signature Training College is a Registered Training Organisation (RTO) and a CRICOS-registered provider authorised to deliver nationally recognised qualifications to both domestic and international students in Australia. As a registered provider, the College operates under strict regulatory frameworks to ensure high standards in education, student support, and compliance.

We are committed to delivering high-quality vocational education and training that is relevant to industry needs and aligned with the Australian Qualifications Framework (AQF). Our training programs are designed to equip students with practical skills, knowledge, and competencies required for employment and further study.

As an RTO and CRICOS provider, Signature Training College has key responsibilities to ensure that all training and services meet regulatory and quality standards. These responsibilities include:

- **Quality Training and Assessment:** Ensuring that all training and assessment practices meet the requirements of nationally accredited training packages and comply with the principles of assessment and rules of evidence.
- **Issuing AQF Qualifications:** Providing nationally recognised certificates and Statements of Attainment to students who successfully meet course requirements, in accordance with the Australian Qualifications Framework (AQF).
- **Compliance with ESOS Act and National Code 2018:** Meeting all legislative obligations under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018, including student protection, monitoring course progress, maintaining accurate records, and reporting through PRISMS where required.



- **Student Support and Welfare:** Providing appropriate academic and wellbeing support to ensure students can successfully complete their studies in a safe and inclusive environment.

Through these responsibilities, Signature Training College ensures that all students receive a high standard of education while being protected under Australian laws and regulatory frameworks governing international education.

4. Training Outcomes & Employment Pathways

Training Outcomes

Our training programs are designed to achieve measurable learning outcomes that support both academic success and career readiness in line with RTO Standards 2025.

We aim to ensure that all students:

- Successfully complete their qualification within the expected course duration
- Develop job-ready skills that align with current industry standards and employer expectations
- Build practical knowledge through hands-on and workplace-based learning opportunities
- Enhance their communication, teamwork, and problem-solving abilities
- Are prepared for further study pathways or career advancement opportunities

Student progress, completion rates, and competency achievement are monitored to support continuous improvement of training delivery and learner outcomes.

Employment Pathways

Each qualification offered by Signature Training College is aligned with real workplace roles and industry requirements to support graduate employability.

The College:

- Maps each course to specific job roles and career pathways within the relevant industry
- Integrates employability skills such as communication, teamwork, digital literacy, and workplace professionalism into training delivery
- Provides structured work placement or industry exposure where required by the qualification
- Engages with industry partners and employers to ensure training reflects current workplace practices



- Prepares students for entry-level job roles and supports progression into higher-level positions or further education

Through these strategies, the College ensures students gain relevant, practical, and transferable skills that enhance their employment opportunities in Australia and internationally.

5. Industry Engagement

Signature Training College is committed to maintaining strong and ongoing engagement with industry to ensure that all training and assessment practices remain relevant, current, and aligned with workforce needs and expectations, in accordance with RTO Standards 2025.

We maintain strong industry connections through a range of structured and continuous activities, including:

- **Consultation with employers and industry bodies:** Regular engagement with industry representatives, employers, and advisory groups to gather input on skills requirements, emerging trends, and workforce expectations.
- **Validation of assessment practices:** Systematic validation of assessment tools, strategies, and outcomes with industry experts to ensure they accurately reflect real workplace tasks and competency standards.
- **Feedback from workplace supervisors:** Collection of feedback from supervisors involved in work placements or workplace-based training to evaluate learner performance and training relevance.

In addition, the College incorporates industry engagement into its training and assessment strategies by:

- Reviewing course content and delivery methods based on industry feedback
- Ensuring trainers and assessors maintain current industry skills and knowledge
- Monitoring employment trends to align training outcomes with job opportunities

These processes ensure that training delivery reflects current industry practices and that students graduate with skills, knowledge, and competencies that meet employer expectations and support successful employment outcomes..



6.Course Information

Signature Training College provides all prospective and enrolled students with clear, accurate, and up-to-date course information prior to enrolment and throughout their studies, in accordance with the ESOS Act 2000 and National Code 2018.

Students will receive detailed course information including:

- **Course duration and structure:** Information about course length, study periods, delivery methods (face-to-face, online, or blended), and timetables
- **Entry requirements:** Academic, English language, and any additional prerequisites required for enrolment
- **Assessment methods:** Details of how competency will be assessed, including written assessments, practical tasks, workplace observation, and evidence requirements
- **Work placement requirements:** Number of hours, workplace expectations, supervision requirements, and any mandatory placement components
- **Course progression:** Expected study load, progression benchmarks, and requirements for successful completion
- **Fees and additional costs:** Tuition fees, materials fees, and any other applicable charges

All course information is provided through marketing materials, course brochures, and the student written agreement to ensure that students can make informed decisions prior to enrolment.

7.Entry Requirements

To enrol on a course at Signature Training College, international students must meet specific entry requirements that ensure they have the capacity to successfully complete the qualification.

International students must meet:

- **Academic requirements:** Completion of the minimum level of education required for the chosen course or equivalent qualifications
- **English language requirements:** Demonstrated English proficiency through recognised tests (e.g., IELTS, PTE, or equivalent) or approved alternative evidence
- **Visa conditions:** Holding a valid student visa and complying with all visa requirements set by the Department of Home Affairs
- **LLN suitability:** Language, Literacy and Numeracy (LLN) assessment may be conducted to ensure the course is suitable for the student's skill level



- **Genuine Student requirement:** Students must demonstrate that they are a genuine student intending to undertake study in Australia

Failure to meet these requirements may result in an application not being accepted or additional support conditions being applied.

Students Under 18 Years of Age

Signature Training College does not accept enrolments from international students who are under 18 years of age.

Recognition of Prior Learning (RPL)

Signature Training College recognises that students may have existing skills, knowledge and experience gained through previous study, work experience or life experience.

Students may apply for Recognition of Prior Learning (RPL) at enrolment or during their studies.

Evidence for RPL may include:

- Previous qualifications or statements of attainment
- Employment records
- References from employers
- Workplace documents
- Demonstrated practical skills

Outcome

Applications will be assessed by a qualified assessor. Students will be advised of the outcome in writing and may access the complaints and appeals process if dissatisfied with the decision.

Credit Transfer

Students who have successfully completed units of competency with another Registered Training Organisation may be eligible for Credit Transfer.



Students seeking Credit Transfer must provide authenticated copies of qualifications, statements of attainment or USI transcripts.

Where Credit Transfer is granted, students will not be required to undertake training or assessment for the recognised unit.

Credit Transfer may reduce the amount of training required and may affect course duration where permitted under regulatory requirements.

8. Unique Student Identifier (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a mandatory requirement for all students undertaking nationally recognised training in Australia.

What is a USI?

A USI is a unique reference number that creates a secure online record of your vocational education and training (VET) achievements.

Requirement for Students

All students must:

- Have a valid USI before they can receive any AQF certification documentation
- Provide their USI to Signature Training College at or before enrolment

Creating a USI

If you do not already have a USI, you can create one free of charge at:

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

You will need valid identification such as a passport.

Important Information

- Your USI allows you to access your training records at any time
- The College cannot issue your qualification or Statement of Attainment without a USI

Privacy

Your USI is securely managed by the Australian Government and used only for authorised education and training purposes in accordance with privacy legislation.

9. Fees and Refunds

Signature Training College is committed to transparent and fair fee arrangements in accordance with the ESOS Act 2000, National Code 2018, and Australian Consumer Law.



Fees

- Tuition and associated fees are outlined clearly in the **Student Written Agreement**, which must be signed prior to enrolment.
- Fees must be paid according to the agreed payment schedule.
- The College will not require more than **50% of the total tuition fees** to be paid in advance prior to course commencement, unless the course duration is less than 25 weeks.
- Students will receive receipts for all payments made.

Tuition Protection Service (TPS)

The Australian Government's Tuition Protection Service (TPS) protects international students in the event that the College is unable to deliver a course.

If this occurs, the TPS will ensure that:

- Students are placed in a suitable alternative course, or
- Students receive a refund of unspent tuition fees

Refund Policy

Refunds are processed in accordance with the ESOS Act and the College's refund policy as outlined in the Written Agreement.

- **Visa refusal:** Students will receive a refund of tuition fees paid, less any permitted administrative charges (with evidence of visa refusal required).
- **Provider default:** A full refund will be provided if the College is unable to deliver the course as agreed.
- **Student withdrawal:** Partial refunds may apply depending on the timing of withdrawal and as specified in the Written Agreement.

Refund requests must be submitted in writing and will be processed within 28 days of approval.

These arrangements ensure that students are financially protected and fully informed of their rights and obligations before and during their enrolment.

Consumer Protection

Nothing in this handbook or the Student Written Agreement removes the rights of students under the Australian Consumer Law or the ESOS Act 200



10. Student Visa Requirements

International students must comply with all conditions of their Student Visa (subclass 500) as required by the Department of Home Affairs and the ESOS Act 2000.

Students must:

- **Maintain a valid visa:** Ensure your student visa remains valid for the entire duration of your stay in Australia, including meeting all visa conditions at all times.
- **Study full-time:** Remain enrolled in a registered course and maintain a full-time study load as required by your visa.
- **Maintain satisfactory course progress:** Meet all academic requirements, complete assessments, and demonstrate ongoing progress in your studies.
- **Maintain satisfactory attendance (where applicable):** Attend scheduled classes and training sessions in accordance with course requirements.
- **Update contact details:** Students must maintain current contact details with the College, including:
 - Residential address in Australia
 - Mobile phone number
 - Email address
 - Emergency contact details

Students must notify the College of any changes within 7 days.

- **Maintain Overseas Student Health Cover (OSHC):** Hold valid OSHC for the duration of your stay in Australia.
- **Follow work conditions:** Comply with student visa work limitations as set by the Department of Home Affairs.

Failure to comply with student visa conditions may result in intervention strategies, and in serious cases, reporting to the Department of Home Affairs via PRISMS, which may affect your visa status.

The College monitors student compliance with visa conditions and provides support to assist students in meeting these requirements.

11. Monitoring Course Progress & Attendance

Signature Training College monitors student course progress and attendance in line with the ESOS Act 2000 and National Code 2018 to ensure students meet academic requirements and visa conditions.



Course Progress Monitoring

The College reviews student progress regularly to confirm that learners are successfully completing units within the expected study period.

Students must:

- Achieve satisfactory results in all assessments
- Successfully complete units of competency as scheduled
- Continue to progress toward course completion

Attendance Monitoring (where applicable)

For courses where attendance is required, the College monitors participation to ensure students attend scheduled classes and engage in learning activities.

At-Risk Students & Intervention Strategy

Students identified as at risk of unsatisfactory progress or attendance will receive proactive support through a formal intervention process.

Support may include:

- Formal warning notifications
- One-on-one academic counselling
- Additional learning support and guidance
- Individual learning or intervention plans

Students are given a reasonable opportunity to improve their performance before any further action is taken.

PRISMS Reporting

If a student continues to demonstrate unsatisfactory course progress or attendance after intervention, the College is required to report the matter to the Department of Home Affairs via PRISMS.

Students will be given access to the complaints and appeals process before any reporting occurs.

All monitoring, intervention, and reporting processes are conducted fairly, consistently, and in accordance with regulatory requirements.



12. Student Support Services

Signature Training College is committed to providing comprehensive support services to assist international students in achieving their academic goals and maintaining their overall wellbeing during their studies in Australia.

We provide a range of support services, including:

- **Language, Literacy and Numeracy (LLN) Support:** Assistance to help students improve their reading, writing, speaking, and numeracy skills to meet course requirements. This may include additional resources, tailored learning support, or referrals to specialist services where required.
- **Academic Assistance:** Ongoing support from trainers and assessors to help students understand course content, complete assessments, and improve study skills. This may include one-on-one consultations, additional tutoring sessions, and guidance on time management and assessment preparation.
- **Wellbeing Support:** Access to support for personal, emotional, or health-related issues that may impact study. The College provides a safe and inclusive environment and may offer guidance, counselling referrals, and reasonable adjustments to support student wellbeing.
- **External Referrals:** Where support needs extend beyond the services available within the College, students may be referred to external professional services, including counselling providers, legal services, health services, or community support organisations.

All support services are provided in a confidential, respectful, and non-discriminatory manner. Students are encouraged to seek assistance early to ensure they remain engaged, supported, and successful throughout their studies.

International Student Support Contact

International students may contact the Student Support Officer for assistance with academic, welfare, accommodation, cultural adjustment, personal matters, or referrals to external services.

Position: Student Support Officer

Phone: 02 8896 2036

Email: studentsupport@signaturetraining.edu.au

Students are encouraged to seek assistance as early as possible if they experience any difficulties affecting their studies or wellbeing.



Accessibility and Reasonable Adjustment

Signature Training College is committed to providing equitable access to education and training.

Students with disabilities, medical conditions, learning difficulties or other support needs may request reasonable adjustment.

Reasonable adjustment may include:

- Additional time for assessments
- Modified learning resources
- Flexible learning arrangements
- Assistive technology
- Alternative assessment methods where permitted

Adjustments are made without compromising the requirements of the training product.

13. Learner Risk Management

Signature Training College is committed to early identification and proactive support of students who may be at risk of not successfully completing their course, in accordance with the RTO Standards 2025 and National Code 2018.

Identification of At-Risk Students

Students at risk are identified through a range of indicators, including:

- Low assessment outcomes or repeated assessment failures
- Poor engagement in class activities or learning tasks
- Irregular attendance (where applicable)
- Delayed submission of assessments
- Personal, health, financial, or social challenges impacting study

Intervention and Support Strategies

Once identified, students will receive targeted support to address their individual needs and improve their chances of success.



Support measures may include:

- Development of **individual learning or intervention plans** tailored to the student's needs
- **Flexible arrangements** such as extension of deadlines or adjusted study plans where appropriate
- **Additional academic support**, including extra tutoring, mentoring, or trainer guidance
- Referral to **wellbeing or external support services** where personal issues are affecting study

Students are actively monitored during the intervention process, and progress is reviewed regularly to ensure support strategies are effective.

The College aims to assist all students to successfully complete their course by providing timely, fair, and supportive intervention strategies.

14. Assessment System

Signature Training College applies a systematic and compliant approach to assessment to ensure that all students are assessed fairly and achieve the required competencies in line with RTO Standards 2025.

Assessment Methods

We use a variety of assessment methods to ensure comprehensive evaluation of student skills and knowledge, including:

- **Written assessments:** Knowledge-based tasks such as short-answer questions, case studies, and research activities
- **Practical observation:** Direct observation of students performing tasks in a simulated or real workplace environment
- **Workplace evidence:** Collection of evidence from workplace activities, supervisor feedback, and logbooks where applicable

These methods are designed to reflect real workplace tasks and ensure students can demonstrate competency in a practical context.

Principles of Assessment

All assessments are conducted in accordance with the following principles:

- **Fairness:** Students are informed of assessment requirements, provided with support where required, and given opportunities for reassessment



- **Flexibility:** Assessment methods are adapted to suit the needs of learners and the context of delivery without compromising standards
- **Validity:** Assessment tools and processes accurately measure the skills and knowledge required by the unit of competency
- **Reliability:** Assessment outcomes are consistent and based on clear, benchmarked criteria regardless of who conducts the assessment

Rules of Evidence

Assessment evidence collected must meet the following rules:

- **Valid:** Evidence must reflect the competencies being assessed
- **Sufficient:** Enough evidence must be collected to make a judgement of competence
- **Authentic:** Evidence must be the student's own work
- **Current:** Evidence must demonstrate recent performance and up-to-date skills

Academic Integrity

Students are required to submit only their own work.

Signature Training does not permit:

- Plagiarism
- Cheating during assessments
- Collusion with other students
- Falsification of evidence
- Contract cheating
- Unauthorised use of artificial intelligence (AI) tools where prohibited

Where academic misconduct is identified, Signature Training may require reassessment, issue formal warnings or apply disciplinary actions in accordance with College policies.

Students are encouraged to seek guidance from trainers if they are unsure about assessment requirements.

Students who are assessed as not yet competent will be provided with feedback and reasonable opportunities for reassessment in line with Signature Training policy.

Use of Artificial Intelligence (AI)

Students may use approved AI tools for learning support where permitted by their trainer.



Students must not present AI-generated content as their own work unless expressly authorised within assessment instructions.

Students remain responsible for demonstrating their own competency and meeting all assessment requirements.

15. Complaints and Appeals

Students may lodge complaints or appeals in relation to any aspect of their training, assessment, or experience with Signature Training College.

Signature Training College is committed to providing a fair, transparent, and accessible complaints and appeals process in accordance with the ESOS Act 2000 and National Code 2018.

We ensure:

- **Fair and transparent processes:** All complaints and appeals are handled impartially, with an opportunity for students to present their case and respond to any decisions made.
- **Timely acknowledgement and response:** Complaints and appeals are acknowledged promptly and resolved within reasonable timeframes.
- **Written outcomes:** Students receive written notification of the outcome, including reasons for the decision.
- **Access to external review:** Students have the right to access an independent external complaints and appeals process if they are not satisfied with the internal outcome.

External Appeals

If you are not satisfied with the outcome of the College's internal complaints and appeals process, you may lodge a complaint with an external body at no cost.

Relevant external bodies include:

- **Overseas Students Ombudsman (OSO):** For issues relating to international students studying in Australia.

Website: <https://www.ombudsman.gov.au>

Phone: 1300 362 072



- **National Training Complaints Service (NTCS):** For complaints about vocational education and training providers.

Website: <https://www.dewr.gov.au/national-training-complaints-service>

Accessing the complaints and appeals process does not affect your enrolment status, and the College will maintain your enrolment while the process is ongoing unless there is a risk to the safety of any person.

All complaints and appeals are treated confidentially, and records are maintained to ensure accountability and continuous improvement.

16. Deferral, Suspension & Cancellation

Signature Training College manages student deferral, suspension, and cancellation of enrolment in accordance with the ESOS Act 2000 and National Code 2018 to ensure fairness and appropriate student protection.

Student-Initiated Deferral or Suspension

Students may request to defer or temporarily suspend their studies under compassionate or compelling circumstances. These may include:

- Serious illness or injury
- Bereavement of a close family member
- Major personal or family issues
- Other exceptional circumstances beyond the student's control

All requests must be made in writing and supported by relevant evidence. Each request will be assessed individually.

Provider-Initiated Suspension or Cancellation

The College may initiate a suspension or cancellation of enrolment in certain circumstances, including:

- **Misconduct or serious behavioural issues**
- **Failure to meet course progress or attendance requirements**
- **Non-payment of fees**
- **Breach of student visa conditions or College policies**

Students will be informed in writing of the intention to suspend or cancel their enrolment and will have the opportunity to access the complaints and appeals process before the decision is finalised.



PRISMS Reporting

Where a suspension or cancellation of enrolment is finalised, the College is required to report the change of enrolment status to the Department of Home Affairs via PRISMS.

The College will maintain the student's enrolment during the internal appeals process, except in cases where there is a risk to the safety of the student or others.

All decisions are made in accordance with the National Code 2018 and are applied consistently, fairly, and transparently.

17. Transfer Between Providers

Signature Training College manages student transfers between registered providers in accordance with the ESOS Act 2000 and National Code 2018 to ensure students are protected and supported in making informed decisions.

Restrictions on Transfer

International students are generally **not permitted to transfer to another registered provider within the first six (6) months** of their principal course, except under specific circumstances.

Conditions for Release

A student may be released from their course within the first six months if:

- The transfer is **approved by the College**, and the student provides a valid reason for the request
- There are **compassionate or compelling circumstances**, such as serious illness, family issues, or other exceptional situations
- The student can demonstrate that the new course better meets their genuine study or career goals

All transfer requests must be submitted in writing along with supporting documentation.

Circumstances Where Release May Be Granted

The College will generally support a transfer request where:

- The College can no longer provide the course.
- The student has compassionate or compelling circumstances.
- The student has been misled by the provider or education agent.
- The student's reasonable expectations about the course are not being met.



Circumstances Where Release May Be Refused

The College may refuse a transfer request where:

- The student has not accessed available support services.
- The transfer appears detrimental to the student's academic progress.
- Outstanding fees remain unpaid.
- Insufficient evidence has been provided to support the request.

Assessment of Requests

The College will assess each request individually, considering the student's circumstances, academic progress, and best interests.

Students will be notified in writing of the outcome of their request.

Appeals Process

If a request for transfer is refused, students have the right to access the College's complaints and appeals process.

The College will not finalise the decision until the internal appeals process has been completed.

All transfer decisions are handled fairly, consistently, and in accordance with the National Code 2018.

18.Overseas Student Health Cover (OSHC)

All international students in Australia are required to maintain Overseas Student Health Cover (OSHC) for the entire duration of their stay, as a condition of their Student Visa (subclass 500).

OSHC is a type of health insurance designed specifically for international students to help cover the cost of medical and hospital care while studying in Australia.

OSHC Requirements

Students must:

- Obtain OSHC before arriving in Australia and ensure it remains valid for the duration of their visa
- Renew or extend their OSHC policy if their visa or course duration changes
- Provide proof of OSHC coverage to the College if requested



Coverage and Benefits

OSHC generally covers:

- Visits to a doctor (general practitioner)
- Some hospital treatment and accommodation
- Limited pharmaceuticals (medicines)
- Emergency ambulance services (depending on the provider)

Students should refer to their specific OSHC provider for full details of coverage, exclusions, and claim procedures.

Maintaining valid OSHC ensures that students have access to necessary healthcare services and comply with Australian visa requirements.

19. Accommodation & Welfare

Signature Training College provides guidance and support to assist international students in settling into life in Australia and adjusting to their new study environment.

Accommodation Assistance

While the College does not directly provide accommodation, we can assist students in finding suitable housing options by:

- Providing **housing referrals** to reputable accommodation providers, including shared housing, homestay, and rental options
- Offering guidance on tenancy agreements, rental costs, and student rights and responsibilities
- Advising on safe and convenient locations close to campus and public transport

Students are responsible for arranging and managing their own accommodation arrangements.

Orientation Support

The College offers orientation support to help students transition into study and life in Australia.

Orientation may include:

- Introduction to the College environment, staff, and facilities
- Information on living in Australia, including transport, banking, and local services
- Guidance on student support services and available resources
- Safety information and emergency contacts



These services are designed to support students in adapting to their new environment and ensuring a positive and successful study experience.

20. Living in Australia

Living and studying in Australia offers international students a safe, multicultural, and high-quality lifestyle. Signature Training College provides guidance to help students adjust to daily life and responsibilities while studying.

Cost of Living

Students should be prepared for living expenses including:

- Accommodation (rent, bond, utilities)
- Food and groceries
- Transport (public transport fares)
- Personal expenses (phone, internet, entertainment)

Students are encouraged to budget carefully to manage their finances during their stay.

Transport

Australia has reliable public transport systems including trains, buses, and light rail. Students may be eligible for concession fares depending on the state and provider.

Banking and Finances

Students are advised to:

- Open an Australian bank account upon arrival
- Use secure payment methods
- Monitor and manage expenses regularly

Workplace Rights

International students working in Australia are protected by workplace laws. Students must:

- Follow visa work conditions
- Receive fair pay and conditions
- Seek assistance if unsure of their rights

Information is available from the Fair Work Ombudsman: <https://www.fairwork.gov.au>

Safety and Emergency Services

Australia is generally a safe country. However, students should always:



- Be aware of their surroundings
- Follow local laws and regulations
- Use emergency services when needed

Emergency contact number: **000 (police, fire, ambulance)**

Cultural Adjustment

Students may experience cultural differences when living in Australia. The College provides support to help students adjust, including access to orientation, counselling referrals, and community resources.

These services are designed to support students in adapting comfortably to life in Australia and ensuring a positive study experience.

Essential Services in Australia

International students have access to a range of essential services while living in Australia, including:

- **Healthcare services:** Access to doctors, hospitals, and medical centres through Overseas Student Health Cover (OSHC)
- **Public transport services:** Trains, buses, ferries, and light rail systems for daily travel
- **Banking services:** National and international banks providing accounts, cards, and online banking
- **Postal services:** Australia Post for mail delivery and parcel services
- **Emergency services:** Police, fire, and ambulance services available via **000**
- **Community and multicultural services:** Support organisations offering help with settlement, language assistance, and community connections

Students are encouraged to familiarise themselves with these services to support their daily living, safety, and wellbeing while studying in Australia.

21. Student Safety & Wellbeing

Signature Training College is committed to providing a safe, inclusive, and supportive environment that promotes the wellbeing of all students in accordance with the ESOS Act 2000 and National Code 2018.

Safe Learning Environment

The College ensures that all training environments are safe and meet relevant health and safety standards. This includes:



- Maintaining classrooms and facilities that comply with work health and safety (WHS) requirements
- Providing emergency procedures and safety information to students
- Promoting respectful behaviour among students and staff

Anti-Discrimination and Harassment

The College has a zero-tolerance approach to discrimination, harassment, bullying, and victimisation. We provide:

- Equal opportunity for all students regardless of background, gender, culture, religion, or disability
- Policies and procedures to address inappropriate behaviour
- A respectful and inclusive learning environment for all students

Access to Support Services

Students have access to a range of support services to assist with their wellbeing and safety. These include:

- Academic and personal support services provided by the College
- Referral to external services such as counselling, health services, or community support
- Guidance on personal safety, wellbeing, and emergency contacts

All concerns related to safety or wellbeing are taken seriously and handled confidentially. Students are encouraged to seek assistance whenever needed to ensure a safe and positive learning experience.

Emergency Contacts

Emergency Services (Police, Fire, Ambulance): 000

For urgent welfare or safety concerns, students should contact Signature Training immediately during operating hours or seek emergency assistance where required.

22. Critical Incident Management

Signature Training College is committed to responding promptly and effectively to critical incidents that may affect the safety, wellbeing, or education of students.

What is a Critical Incident?



A critical incident is a traumatic event, or the threat of such an event, which may cause extreme stress, fear or injury. Examples may include:

- Serious accident or injury
- Death of a student or close family member
- Missing student
- Serious crime, assault or threat
- Mental health emergency
- Natural disaster
- Any event that significantly affects a student's wellbeing or ability to study

College Response

Where a critical incident occurs, the College will:

- Assess the situation and take appropriate action
- Provide immediate support and assistance
- Contact emergency services where required
- Arrange welfare support and referral services
- Communicate with relevant authorities where necessary
- Maintain appropriate records of the incident and actions taken

Emergency Assistance

In an emergency, students should contact:

Emergency Services: 000

(Police, Fire, Ambulance)

Students should also notify the College as soon as possible so appropriate support can be provided.

Student Support Following a Critical Incident

The College may assist students through:

- Welfare and wellbeing support
- Academic support arrangements
- Referral to professional counselling services
- Assistance with communicating with family members or relevant authorities where appropriate

All incidents are managed confidentially and in accordance with privacy requirements.

23. Privacy

Signature Training College is committed to protecting the privacy and personal information of all students in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).



Collection and Use of Personal Information

The College collects personal information from students for the purpose of:

- Processing enrolment and managing student records
- Delivering training and assessment services
- Monitoring academic progress and compliance with visa conditions
- Meeting legal and regulatory reporting requirements

All personal information is used only for authorised purposes and is handled confidentially.

AVETMISS & NCVER Data Collection Notice

Government Reporting Requirements

As a Registered Training Organisation, Signature Training College is required to collect and report student information in accordance with national VET data requirements.

Student information may be provided to:

- National Centre for Vocational Education Research (NCVER)
- Australian Skills Quality Authority (ASQA)
- Department of Employment and Workplace Relations
- Other authorised government agencies

Data is collected and managed in accordance with privacy legislation and applicable regulatory requirements.

Disclosure of Information

Student information may be disclosed, where required or authorised by law, to:

- **Government agencies**, including the Department of Home Affairs and the Department of Education
- **Regulatory authorities**, such as ASQA and other relevant bodies
- **Tuition Protection Service (TPS)** and other agencies involved in student protection arrangements

Information will not be disclosed to third parties without student consent unless required by law.



Access and Correction

Students have the right to:

- Access their personal information held by the College
- Request corrections if the information is inaccurate, incomplete, or outdated

Requests must be made in writing to the College.

The College ensures that all personal information is stored securely and protected against misuse, loss, or unauthorised access.

24. Continuous Improvement

Signature Training College is committed to continuous improvement of its training, assessment, and support services to ensure high-quality outcomes for students and compliance with regulatory requirements.

Improvement Approach

The College regularly reviews its operations and services to identify opportunities for enhancement and ensure ongoing alignment with RTO Standards 2025 and the National Code 2018.

We improve services using:

- **Student feedback:** Collecting and reviewing feedback through surveys, evaluations, and informal input to enhance the student experience.
- Students are provided with regular opportunities to provide feedback through surveys, meetings, course evaluations, complaints, appeals and informal consultation processes. Feedback is reviewed by management and used to improve training, assessment and student support services.

The College actively reviews student feedback and communicates improvements arising from feedback through meetings, notices, student communications and quality improvement activities.

- **Performance data:** Analysing completion rates, assessment outcomes, and student progress to identify trends and areas for improvement
- **Industry input:** Engaging with industry representatives and employers to ensure training remains relevant and aligned with current workforce needs

Implementation of Improvements

Identified improvements are implemented through:

- Updates to training and assessment strategies and materials



- Enhancements to student support services
- Staff professional development and training
- Regular review of policies and procedures

The College maintains records of improvement activities and ensures that changes are monitored for effectiveness and consistency.

25. Quality Assurance & Governance

Signature Training College maintains a robust quality assurance and governance framework to ensure compliance with the ESOS Act 2000, National Code 2018, and RTO Standards 2025.

Quality Assurance Framework

The College implements systematic processes to monitor, review, and improve all aspects of training, assessment, and student services.

The College ensures compliance through:

- **Internal audits:** Regular audits of training, assessment, and administrative processes to ensure ongoing compliance with regulatory standards
- **Policy and procedure review:** Scheduled review and updates of policies and procedures to reflect legislative changes and best practice
- **Risk management systems:** Identification, assessment, and management of risks that may impact student outcomes, compliance, or operational performance

Trainer and Assessor Capability

- The College ensures trainers and assessors hold the credentials, vocational competency, industry currency and professional development required under the Standards for Registered Training Organisations 2025.

Governance and Oversight

The College maintains clear governance structures and responsibilities to support effective decision-making and accountability.

This includes:

- Defined roles and responsibilities for management, trainers, and administrative staff
- Ongoing monitoring of compliance obligations and performance indicators
- Regular reporting to management on quality, compliance, and risk matters



Through these processes, the College ensures continuous compliance, accountability, and the delivery of quality training and support services.

26. Issuing Certificates

Signature Training College issues AQF certification documentation to students who have successfully completed all requirements of their qualification, in accordance with the RTO Standards 2025.

Issuing of Certification

Certificates and Statements of Attainment are issued:

- Within **30 calendar days** of the student being assessed as competent in all required units
- Only after **all tuition fees and charges have been paid in full**

Types of Certifications

Students may receive:

- **AQF Qualification:** Issued when a student has successfully completed all units of competency in a course
- **Statement of Attainment:** Issued when a student completes one or more units of competency but does not complete the full qualification

Replacement Certificates

Students may request a replacement certificate or statement if it is lost or damaged. A fee may apply for reissuing documents.

All certification documentation issued by the College complies with the Australian Qualifications Framework (AQF) requirements and includes necessary identifiers and security features.

27. Contact Details

Signature Training College Phone: (02) 8896 2036

Signature Training College Mobile: 0406 003 311

Email: info@signaturetraining.edu.au



Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

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