

DANFORD COLLEGE – STUDENT HANDBOOK

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SECTION 1: About Danford College

1.1 Welcome by the CEO

Dear Students,

Welcome to Danford College.

As the CEO of Danford College, I want to extend my warmest greetings to each of you. We are thrilled to have you join our College and look forward to helping you to achieve your study goals and making your experience at Danford College enjoyable and memorable.

At Danford College, we are proud to have created an environment where students from all over the globe can succeed and pursue their career goals. Our aim is to provide you with a high quality and successful study program, which will ultimately be rewarding for you.

I encourage you to take full advantage of the opportunities available to you by engaging with your classmates and peers, participating in College activities and workshops, and by seeking assistance from our relevant staff members when required.

We understand that studying and living in a new country can be both exciting and challenging. Our dedicated staff members are here to support you in every step of the way, ensuring your experience is both rewarding and memorable.

This Student Handbook will provide you with some basic information to help you plan your arrival in Australia, settle in once you get here, and commence your study with Danford College. Additionally, it will also give you information regarding the policies and procedures followed at Danford College which will be helpful in maintaining your obligations under the student visa conditions while studying at Danford College.

Once again, I extend a warm welcome to Danford College and best wishes for your successful and fulfilling academic journey at Danford College.

Yours sincerely

Vikas Wadhwa
Chief Executive Officer
Danford College

1.2 About Danford College

Danford College has been offering high – quality education for over 17 years through our various programs. As a Registered Training Organisation and CRICOS Provider since 2007, we are committed to creating greater educational value in our community. We support

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

students looking to advance their professional skills and knowledge, progress in their career or create a pathway to higher education.

We're proud of the mix of languages spoken in our student lounge, and the dozens of nationalities represented at Danford College. This multicultural staff and student base ensure a dynamic and supportive College culture.

Our motto is that for every student, what you **BELIEVE** you can **ACHIEVE** and when you achieve your goals **GROWTH** is certain.

We understand

With over 17 years of experience working with international students, we understand the challenges you may face as you pursue your studies in Melbourne. Our goal is that you get the absolute most out of your course while studying at Danford College and your time while living and learning in this vibrant city. For which:

- Our trainers create an open and understanding environment for you to learn at Danford;
- Our in – house counsellor assists you in the best possible way;
- Our student activities and workshops keep you connected with our lively student community.

Danford College Details

Our Registrations	A vocational education provider: RTO Code 21979 An approved education provider for international students: CRICOS Code 02996A
Campus Location	Add the new campus location with google map
Contact Details	• PH: (03) 9642 1667 • Email: support@danford.edu.au
Campus Operating Hours	Monday to Friday: 8:00 AM to 8:30 PM
Find us on	Add social media icons

The above table will be designed in a graphical representation. Add the campus map blueprint)

Campus Facilities

A Danford College qualification is more than just earning a Certificate, Diploma, Advanced Diploma, or a Postgraduate qualification. At Danford College, we provide quality education, a memorable experience and outstanding support. This helps our students not only to achieve their academic goals but also enjoy your time at Danford College.

Danford College has suitable facilities and resources available to international students.

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

- Learning Support
- Inhouse counselling services
- Student Activities and Workshops
- Help to find accommodation
- Airport Pick (if required and pre-booked with College)

Modern Facilities:

All of our classrooms are equipped with the latest educational technology for learning. All computer labs have the latest computers that are connected to high-speed internet. Software applications are regularly updated to ensure you can focus on your studies with a breeze and you are up-to-date with the latest trends in the industry. You can easily access free Wi-Fi, so you can research for your assessments and connect with friends and family overseas.

Outdoor Student Lounges:

Whether you want some time alone to rest or a space to meet with friends, you can relax at Danford College's comfortable lounges while enjoying beautiful and panoramic views of Melbourne city. We have couches and kitchen facilities so you can feel at home.

How we teach

Experienced and Friendly Trainers:

Danford College trainers have wide industry experience and are highly qualified. They understand the struggles of an international student and strive to make learning fun by conducting various activities in the classroom, providing consultation sessions to the students and providing other academic support.

Relevant Content and Resources:

Course content is regularly reviewed to ensure that it is up-to-date and relevant to the needs of the industry. Students and staff have access to a range of high-quality, comprehensive, and informative resources. Our up-to-date course content is available to students on our digital platform: CANVAS®

Class Structure:

All Danford courses are delivered entirely face – to – face at our Melbourne CBD campus at Flinders Street, Melbourne.

Courses consist of classroom – based training (maximum of 26 students) in theory and practical sessions.

Students are expected to engage in the classroom by providing opinions, asking and answering questions, working in teams with fellow students, and delivering presentations.

Pathway to Higher Education

While enjoying your time at Danford College, our Credit Transfer arrangement with Danford Higher Education and Melbourne Polytechnic is a pathway to your future to higher education.

Danford College courses reduce the duration of selected Danford Higher Education and Melbourne Polytechnic degrees, and ensure that your educational and financial investment with us serves you in the long-term.



Gain credits into selected Danford Higher Education Bachelor Degrees, including:

- Bachelor of Business (Accounting)
CRS1401355 | CRICOS 112972E
- Bachelor of Business (Digital Marketing)
CRS1401354 | CRICOS 112973D

Gain credits into selected Melbourne

Polytechnic Bachelor Degrees, including:

- Bachelor of Engineering Technology (Civil)
Accredited Course Code: CRS1300150
Internal Code: HEBTC
Cricos Code: 080057J
- Bachelor of Information Technology
Accredited Course Code: CRS1201381
Internal Code: HEBSIT
Cricos Code: 074856FJ

1.3 Courses at Danford College

Danford College specializes in Vocational Education and Training (VET). We offer various AQF qualifications ranging from Certificate IV to Post Graduate studies. All courses at Danford College are Nationally Accredited and emphasizes mainly on developing workplace skills and technical knowledge. These courses can be taken to develop skills, get a new job or can be a pathway for further studies.

VOCATIONAL



Banking Services



Civil Construction Design



Information Technology



Leadership & Management



Project and Program Management

POST-GRADUATE PROGRAMS



Management (Learning)



Strategic Procurement

Add a list of all the course available at Danford College in a design format.

1.4 Library Membership

As a Danford College student, you have the opportunity to access the extensive resources of the National Library of Australia and State Library of Victoria at no additional cost.

Having access to these libraries can be beneficial for your studies at Danford College. Following are some benefits are outlined as below:

- **Vast Resources:** Both libraries offer a wide range of resources, including books, e-books, journals, databases, and more to support your academic learning.
- **Membership Benefits:** By becoming a member, you can borrow materials and access exclusive resources.
- **Research Assistance:** Librarians are available to help you with your research needs.
- **Workshops and Training:** Participate in various workshops and training sessions to enhance your skills.
- **Study Spaces:** Enjoy access to quiet study areas and group study rooms.

To take advantage of these benefits, you can apply for memberships by visiting the websites of the National Library of Australia (<https://www.nla.gov.au/>) and State Library of Victoria (<https://www.slv.vic.gov.au/>).

(Add pictures of the library's and some other graphics related to Library)

1.5 Legislation and Regulatory Framework

ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. 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 2018.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

ESOS Legislative Framework:

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

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

<http://cricos.education.gov.au>

The ESOS ACT 2000

This Student Handbook includes information about Danford College's obligations under the Education Services for Overseas Students (ESOS) Act 2000. The provision of education and training for overseas students studying in Australia is regulated by Commonwealth legislation administered by the Commonwealth Department of Education, Skills and Employment and a National Code.

All education and training providers registered on, or seeking registration on CRICOS, must comply with the ESOS Act, ESOS Regulations and the provisions of the National Code 2018. All States and Territories of Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au>

The National Code 2018

The provision of education and training for overseas students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education, Skills and Employment.

Providers must comply with the National Code for Registration Authorities and Providers of Education & Training to Overseas Students.

The National Code 2018 replaces the National Code 2007 and is effective from 1 January 2018. All providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) are required to comply with the Code's requirements. This obligation applies to all provisions of the National Code 2018 and the code is legally enforceable.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 can be found at: www.legislation.gov.au/Details/F2017L01182

Standards for Registered Training Organisation 2025 (SRT0 – 2025)

The SRT0 Standards ensure that the training delivered by RTOs meet the high standards set by the Australian Skills Quality Authority (ASQA). Adhering to these quality standards ensures that students receive an education and training that not only gives them the necessary skills and knowledge for their chosen courses but also aligns with the current and future needs of the industry.

For more information regarding the SRT0 Standards visit <https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos>

Tuition Protection Services (TPS)

The Tuition Protection Service (TPS) assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- Complete their studies in another course or with another education institution, or
- Receive a refund of their unspent tuition fees.

The TPS helps in protecting the student tuition fees.

In the unlikely event where Danford College is defaulted by government sanction and is unable to deliver a course, Danford College will provide:

- the student an alternative course at no extra cost or;
- refund of the unspent tuition fees.

If the student accepts to change to an alternative course, the student will receive a new Letter of Offer. Upon accepting the offer and signing the Letter of Offer, Danford College will issue a new CoE.

If the student wishes to receive a refund, Danford College will refund the unspent prepaid tuition fee under provider's default obligation within 14 days of the day on which the course ceased to be provided.

Note: Should Danford College not pay the refund, it may be paid by the TPS Director out of the Overseas Students Tuition Fund (OSTF), under Division 4; Part 5: ESOS Act 2000 (<https://www.legislation.gov.au/C2004A00757/latest/text>)

Notification obligations:

In the unlikely event that the College defaults, it will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.

For further information visit TPS website at <https://www.education.gov.au/tps>

SECTION 2: Pre – Arrival Information

2.1 Introduction to Australia

Australia is the world's sixth largest country, measuring 4000 kilometres (2500 miles) from east to west and 3200 kilometres (2000 miles) from north to south. It has a population of more than 26 million people who have settled mainly around the coastal strip.

The climate varies depending on location. Victoria (Melbourne), in the south, experiences warm to hot summers, mild autumns, cool to cold winters and cool springs. In northern Australia, the weather is tropical, generally hot and humid for most of the year.

Australia is divided into six states (Queensland, New South Wales, South Australia, Tasmania, Victoria and Western Australia) and two territories (the Northern Territory and the Australian Capital Territory (ACT)).

Australia is a democratic country and there are 3 levels of government. **The Federal Government** (the Commonwealth) looks after matters concerning the whole of Australia (e.g. immigration, foreign affairs, taxation). **The eight state and territory governments** look after the affairs of each state or territory (e.g. health, industrial regulations and development). Numerous **local councils** (local government) look after the day-to-day running of smaller local areas within the states.

Law and Order

Australia operates under a common – law jurisdiction, with its court system originating from English law. The common law is consistent across all the states and territories in Australia. Knowing some common civil laws will help you to adapt to your new life in Australia. For more information regarding the civil law, please visit <https://www.justice.vic.gov.au/justice-system/laws-and-regulation/civil-law>

Cultural Diversity

More than 140 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Various cultural festivals are celebrated, reflecting diverse backgrounds of the population, such as Lunar New Year, Diwali, Eid, etc.

Languages

Although English is the official language, a host of other languages are spoken in Australia. More than 2.4 million Australians speak a language other than English at home. Within the education and training system, about 15 per cent of those of working age studying for an educational qualification have English as a second language.

On an informal side, Australian English is known for its unique and colourful slangs and short forms of various words that are used in a conversation.

Refer to <https://www.studiesinaustralia.com/Blog/about-australia/the-modern-guide-to-aussie-slang> to familiarise yourself with some common terms and phrases.

Religion

Australia is predominantly a Christian country however all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. The law does not enforce the religious doctrine of any religion. Similarly, overseas religious laws are not recognised and have no legal status in Australia. Religious and cultural practices must exist within existing Australian laws.

Sports and Recreation

Australia is a sport loving nation where popular sports include Australian Football League (AFL), cricket, rugby, tennis, etc.

With its beautiful landscapes and coastline, outdoor activities such as surfing, hiking and camping are very popular.

Social Customs

Australians are generally very friendly and have a laid back cultural. They often engage themselves in outdoor activities as per the seasons. Brunches and barbecues are a popular social activity where friends and family gather together at a cafe, park, beaches, etc.

About Melbourne

Melbourne is the capital city of Victoria and the second – largest city in Australia built around the shores of Port Philip Bay. Melbourne is known for its scenic beauty, vibrant cultural diversity and rich history of art, music and theatre.

Melbourne has been consistently ranked as one of the world's most livable cities, offering a high quality of life with excellent public transport networks, healthcare, education and public services.

Melbourne is home to some iconic landmarks like the Great Ocean Road, Phillip Island, Melbourne Cricket Ground, the National Gallery of Victoria, etc.

Melbourne is famous for coffee culture and street arts. It hosts numerous festivals, sport events, etc. throughout the year which are major attraction worldwide. This includes major events like Australian Open, Formula 1 Grand Prix, various film and comedy festivals to name a few.

Time Zones

Melbourne is 10 hours ahead of Greenwich Mean Time (GMT +10). Daylight saving is followed in Victoria, which commences in October and finishes in April. Clocks are advanced by one hour in October and turned back one hour in April. Please visit the website www.worldtimezone.com for information on time zones.

For further information about Melbourne please visit City of Melbourne website at <https://www.melbourne.vic.gov.au/about-melbourne/Pages/about-melbourne.aspx>

Insert visuals

2.2 Arranging Visas

Once you receive a Confirmation of Enrolment (eCoE) from Danford College, you must apply for student visa (subclass 500) in order to enter Australia.

Ensure you have all necessary documents, financial arrangements, and Overseas Student Health Cover (OSHC) information ready before applying.

Please note that it is your responsibility to apply for the student visa, and Danford College cannot provide advice regarding your application. For more information on eligibility, required documents, and the application process, please visit the [Department of Home Affairs website](http://www.danford.edu.au).

2.3 Overseas Student Health Cover (OSHC)

It is a mandatory requirement of your student visa condition 8501 for you to have and maintain an adequate health insurance for the whole of your stay in Australia. You must have an active Overseas Student Health Cover (OSHC) (and for your family) at the time you enter into Australia. For more information regarding this refer to [Adequate health insurance for visa holders](http://www.danford.edu.au)

The OSHC includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products which may range from a basic product which covers only the compulsory minimum services to comprehensive products.

There are various providers in Australia which provide the OSHC memberships. You can learn more about these providers their policies at <https://www.privatehealth.gov.au/>

You have the option to arrange your OSHC membership from the list provided above. Alternatively, Danford College can assist you with this process. You can send an email to support@danford.edu.au and one of our Student Support Officer can assist you in arranging the membership. Please note, the fees are payable to the OSHC provider and Danford College does not receive any monetary benefit.

2.4 Cost of Living in Australia

The Department of Home Affairs has financial requirements you must meet in order to receive a student Visa for Australia. This is to ensure that you do not find yourself in financial distress while studying and are able to meet your student visa conditions.

Below are the minimum required funds to meet financial capacity requirements as outlined by the Department of Home Affairs (excluding the tuition fees):

- Primary Applicant – AUD\$29,710
- Spouse or de facto partner of the student (Primary Applicant) – AUD\$10,394
- Dependent Child – AUD\$4,449
- Annual school costs – AUD\$13,502
- Personal annual income if there is no member of the family – AUD\$87,856

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

- Personal annual income where there is a member of the family unit – AUD\$102,500

Source: <https://immi.homeaffairs.gov.au/news-media/archive/article?itemId=1196>

Below is a break – down of some basic expenses:

Accommodation	
Homestay	\$410 per week*
Shared Rental	\$252 per week*
One Bedroom Unit	\$477 per week*
Managed Apartments1	\$414 per week*
Other Living Expenses	
Groceries and eating out	\$140 to \$280 per week*
Utilities (gas, electricity, water)	\$10 to \$20 per week*
Phone and internet	\$20 to \$40 per week*
Public Transport	\$30 to \$60 per week*
Car (after purchase)	\$150 to \$260 per week*
Entertainment	\$80 to \$150 per week*

All values are in (Australian Dollars) AUD, approximate and average. These values may vary as per the individual lifestyle preferences.

Below are some useful and practical tools to help estimate your cost of living in Australia:

- <https://costofliving.studyaustralia.gov.au/>
- www.insiderguides.com.au/cost-of-living-calculator/.

Some visuals and easy to access the websites can be designed.

2.5 Arranging for Traveling to Australia

Once you receive your student visa, it is time to book your flight. You will be required to make your own arrangements to travel to Australia. Please plan your journey and try to arrive to Australia two to three weeks prior to the Orientation date. This will allow you to sort out your accommodation, finances, understand the city and its transport system and to settle in your new environment before the start of your course.

If there is any delay in your travel, please send us an email to support@danford.edu.au to inform regarding your arrival date.



DOCUMENTS

You should bring originals or certified copies of all your essential documents, including:

- A valid passport (original) that is current for the length of your stay in Australia with a valid student visa.
- Your letter of offer, confirmation of enrolment (eCOE) and other documentation issued by the College.
- Birth certificate
- Medical records for yourself and any family members travelling with you
- Educational qualifications
- Overseas Student Health Cover (OSHC)
- International Drivers' License (if applicable)
- Work references and/or trade qualifications (if applicable)
- Children's school reports (if bringing children with you).

Pack your passport, tickets and letter of offer etc. in your hand luggage to take with you on the flight for easy access – Don't pack them in your suitcases.

CLIMATES AND CLOTHES

Autumn (March to May)

Average Temperature: between 11 to 20 degrees Celsius

Bring: waterproof shoes, light jumpers, jeans, jackets, and umbrella

Winter (June to August)

Average Temperature: between 6 to 18 degrees Celsius and may drop to zero degrees in some areas
Bring: warm jumpers, scarves, gloves, warm jeans/trousers/jumpers, thick waterproof coats.

Spring (September to November)

Average Temperature: 10 to 22 degrees Celsius
Bring: light jumpers t-shirts, light/casual jeans/trousers, waterproof shoes & jacket.

Summer (December to February)

Average Temperature: 14 to 30 degrees
Bring: light casual trousers/tops, sandals, sunscreen with Sun Protector Factor (SPF) 30+ for protection against UV rays and skin cancer.

PROHIBITED ITEMS

You must ensure that you are aware of what you cannot bring into Australia and what you should not pack. There are items that you must declare upon your arrival in Australia including:

- Some medicines
- Currency amounts of A\$10,000 (or foreign equivalent)
- Firearms, weapons and ammunition

- Foods/plants/vegetables/meat/poultry/nuts/eggs/dairy goods

If you are in doubt, declare your goods or ask a Customs and Border Protection officer for advice. Please read about the Australia's

<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in> for details of prohibited items that cannot be brought to Australia.

BRING YOUR OWN DEVICE

While Danford College has facilities on campus to access computers and wifi, it is best advised you bring your own device. This will let you study and work on your assessments and submit the online assessments even outside of the campus.

HOW MUCH MONEY TO BRING

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

2.6 Travelling to Australia

On Your Flight

The normal allowable weight for an economy class passenger on international flights is generally 20 kilograms, so you should carefully consider what to pack.

Wear comfortable layered clothing, which is easy to change as temperatures vary. Wear practical flat shoes.

Keep your passport with your student visa and a pen in your hand luggage, as well as your other essential documents, which are tickets and letter of offer etc.

The airline staff will give you an Australian Immigration and Customs Declaration Form as your flight nears your destination. Complete the form on the plane and ask for help if you are unsure of the answers to any questions.

If you are carrying more than A\$10,000 in cash, you will also need to complete a cash transaction form. It is strongly recommended that instead of carrying large sums of cash, you arrange for wire transfers of funds or deposits into Australian bank accounts.

If you are getting off your flight in another country before you arrive in Australia, you will have to comply with their customs regulations. If you do not do so, you may face fines or imprisonment. For more information, visit www.customs.gov.au

Entry into Australia

Immigration Checkpoint: All overseas travellers arriving in Australia are required to go to an immigration checkpoint to show their passport and forms. Note: It is illegal to use a camera or phone in this area of the airport.

Baggage Collection: After you have passed through the immigration checkpoint, you should collect your baggage and check that it is in order. If something is missing or you notice damage, you should see an officer at the Baggage Counter to assist you in either finding missing baggage or lodging a claim for damage.

Customs Checkpoint: After collecting baggage, you will go to the Customs Checkpoint, where an officer will check your forms and may inspect your luggage. What you can bring into Australia is restricted, some of which is mentioned in the above table. Strict quarantine laws are in place to stop people from bringing in food and plant items which may be harmful to our native flora and fauna.

If you have any of food or plant items with you or in your luggage when you arrive in Australia, you should have declared this on the form you filled out on the plane. The airport customs officers will decide if the material is safe to bring into Australia. If they decide it is not safe, the materials will be confiscated and destroyed. Once you have been cleared by customs, you will enter the Arrivals Lounge and have officially arrived in Australia. You can find out more about the Melbourne International Airport, its service and terminal map by visit the website at: www.melbourneairport.com.au

2.7 Airport Transfers

Melbourne's main airport at Tullamarine is located around 23 kms from Melbourne CBD.

On arrival at Melbourne airport, you can arrange for the transport to your accommodation. There are various options available including taxi services, Uber rides, SkyBus services, public transport, care hire, etc. For more information refer to <https://www.melbourneairport.com.au/getting-to-from-the-airport>

Alternatively, an airport pick-up service can be arranged to transfer you from Melbourne International airport to your accommodation in Melbourne. You can a request to support@danford.edu.au informing us of your arrival date and accommodation in Melbourne. Please note a fee applies for the pick-up services depending on the time and day of your arrival.

2.8 Accommodation

Temporary Accommodation:

It is best to book short-term accommodation before you arrive in Australia, and look for longer-term options when you arrive. This allows you time to explore the neighbourhoods and view the properties, and can help you choose an option that best suits you. Temporary accommodation includes budget hostels and hotels. Below are the some of the Useful website to help find you temporary accommodation:

- [Airbnb](#)
- [Wotif](#)
- [Home to go](#)

Long – term accommodation:

Depending on your preferences, Melbourne and regional Victoria offer high-quality, safe student accommodation. From cosmopolitan inner-city living to leafy garden suburbs and beautiful regional centres, there are plenty of fantastic accommodation options to choose from. It is important for you to consider both advantages and disadvantages for every type of accommodation and to choose one that best fits your goals, circumstances, and lifestyle.

Private leasing/rentals:

If you prefer a more independent lifestyle or more privacy, you can also choose to rent your own apartment or flat. You can also rent a house with friends (share house). Various options are available on the market, especially within the Melbourne CBD.

However, it may be relatively expensive if you choose to live by yourself and pay for rent, connection fees for utilities, and ongoing bills. Tenants are generally responsible for connection and usage of water, electricity, gas, telephone and internet.

The location of the property strongly affects the rental price of the property. Properties within the city centre may be more expensive than those in the suburbs.

It is important to familiarise yourself with the average rent cost within the various suburbs to maximise your rent.

Below are some useful websites to help you find a private leasing/rental:

- <https://www.realestate.com.au/>
- <https://www.domain.com.au/>.
- [Apartment Living](#)

Rental Payments

Expect to pay a minimum between \$200 - \$500 a week for a room in a share house, depending on how many people you share with and where you live. Remember - rent payment in this type of arrangement usually does not include any bills such as water, electricity, gas and internet.

Signing a Lease

If you are renting from an agent or direct from a landlord, you will need to sign a lease. You do need to ensure that you have read and understand the terms and conditions of the

agreement and that you are signing the right lease for the rental type. The Consumer Affairs Victoria website has information about [types of rental agreements](#).

Security Bond

You will also need to pay a security deposit – called a bond – to the agent or landlord. They must lodge it with the [Residential Tenancies Bond Authority](#) (RTBA).

The agent or landlord cannot access the bond and you cannot use it for rent. If you cause any damage to the property while you are renting it, the landlord can request the RTBA to compensate them at the end of the lease.

Managed Student Accommodations:

If you want to live on or near campus, consider managed student accommodation and apartments. This style of housing lets you live independently with support from the managed student accommodation provider. You won't have to worry about furniture, electricity, gas or telephone, as these are already provided.

Apartments are often located in blocks that include shared facilities, so you also have the benefits of living in a community

Below are some websites offering student accommodations:

- [Scape](#)
- [Unilodge](#)
- [Iqilu](#)

If you want more information on what is best-practice student accommodation and who are the good quality operators, check out the various bodies representing accommodation providers including the [Student Accommodation Association \(SAA\)](#) and the [Asia Pacific Student Accommodation Association \(APSAA\)](#) and see who their members are.

Please note: The information, services and views expressed that may appear on any linked websites are not necessarily endorsed by College. It is recommended that you make your own enquiries as to the appropriateness and suitability of the information on this site for your particular circumstances.

Danford College:

Additionally, Danford College can also assist in finding an accommodation for your stay. You can send a request to support@danford.edu.au informing us with your arrival dates, preference of stay and tentative budget. You can also contact our Student Support Officers at our campus and they can guide you with the information about types of accommodations and advise you on the steps that you can take.

Refer to appendix 5 for more information.

SECTION 3:

Adjusting to Life in Australia

3.1 Health, Safety and Security

Moving and living in a new country is thrilling and exciting, however, it is crucial to prioritise your safety and be mindful of situations that may pose more risk compared to your home country.

Australia is generally considered a safe place for living and studying but there are certain risks international students must be aware of. The [Study Australia](#) website provides a helpful guide with specific tips for ensuring personal safety when navigating public spaces, public transport and the internet.

Police, Ambulance & Fire Brigade – 000

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation.

This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station. Contact details for your local Police Station can be found at <http://www.police.vic.gov.au/>.

Hotline – 1800 342 800

This hotline – staffed by trained volunteers fluent in English and Hindi – provides guidance on what to do and where to go in a crisis. It is an initiative of a police reference group, formed with members of the Indian community.

OSHC Worldcare 24-hour Emergency Helpline – 1800 814 781

OSHC Worldcare has a 24-hour Emergency Helpline that provides medical, legal and interpreting services to students in need.

Victims of Crime Helpline – 1800 819 817

Whatever the incident, being a victim of crime can be a frightening experience with many short and long-term consequences. If you are a victim of a crime and would like to speak to someone, please call 1800 819 817 (free call).

International Student Legal Advice Clinic (ISLAC)

ISLAC is a free advice clinic to help you with any legal problems relating to employment, student rights, discrimination, victims of crime, police complaints and more.

Wednesdays 6.00pm–8.00pm. Western Suburbs Legal Service, 30 Hall Street, Newport (Adjacent to Newport train station; 10 minutes from Footscray station on the Werribee or Williamstown lines). No appointment required. Phone (03) 9391 2244 for more information.”

International Student Hotline 1300 363 079 - Monday to Friday 8.00am to 6.00pm

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying.

3.2 Medical and Healthcare Services

General Practitioners:

Finding a local general practitioner (GP) in Melbourne is relatively easy using websites like [Healthdirect](#), [HotDoc](#), [Healthengine](#). When selecting a medical center, it is important to confirm whether they accept your Overseas Student Health Cover (OSHC). This can help you avoid unexpected out-of-pocket costs, as not all centers may fully cover OSHC charges as not all medical centers accept the OSHC covers.

When selecting a GP, it's also helpful to consider factors like the clinic's location, hours of operation, and whether the doctor speaks your preferred language. Additionally, you may want to inquire about the clinic's appointment availability and wait times. Some clinics offer online booking or telehealth options, which can be convenient for international students. It's a good idea to research a few options and choose a GP that best fits your healthcare needs and preferences.

For more information refer to [Seeing your GP](#)

Hospitals

Melbourne has a wide range of hospitals both public and private delivering quality care from the best health workers. In case of an emergency it is best advised to call 000 for an ambulance. Emergency departments are available at most major hospitals, providing critical care for urgent medical conditions. Most of the public hospitals accept your Overseas Student Health Cover (OSHC), catering to the healthcare requirements of international students.

For more information regarding hospitals refer to [Public Hospitals](#)

Refer to appendix 3 for some major hospitals' contact details.

3.3 Accessing Money

Banking

The major banks in Victoria are ANZ, Commonwealth, Westpac, National Bank, etc. Most banks have automatic teller machines (ATM's) and offer internet-banking facilities. To utilize internet banking, you will need to register with your bank to gain access and be given a confidential password that allows you to use your accounts online.

For locations of ATMs, please refer to the telephone directories or the following bank websites:

- National Australia Bank www.nab.com.au
- ANZ www.anz.com.au
- Commonwealth Bank www.commbank.com.au
- Westpac www.westpac.com.au

Opening an Account

To open a bank account, you will need a passport, confirmation of enrolment (eCoE), student visa copy, etc. Banks vary with their services and costs. Opening hours are usually Monday-Friday between 9.00am and 4:30pm and some banks open on weekends. Please check details on the websites or ask at the bank information services.

Currency

Australia has the following currency notes and coins:

- Currency notes: \$5.00; \$10.00; \$20.00; \$50.00; \$100.00
- Coins: 5c; 10c; 20; 50c; \$1.00; \$2.00

Creatives can add some visuals in this section.

3.4 Communication Services

Postal Services

Australia Post provides postal services across Australia, with branches in every suburb. These branches are often found in shopping centres and news agencies. Additionally, Australia Post offers a Bill Pay service, allowing you to pay telephone, electricity, tax, gas, and credit card bills. For more information, please visit their website: www.auspost.com.au

Telecommunication Services

Australia has a well-developed telecommunication infrastructure with a range of service providers offering mobile, internet and landline phone options. The major telecommunication providers are Telstra, Optus, Vodafone and TPG. The country code for Australia is +61 and the area code for Victoria is 03.

Mobile Services:

When it comes to mobile services, Australia uses the 4G and 5G networks. You can purchase mobile SIM cards at various stores including major supermarkets, 7 – Eleven stores, and Australia Post branches. Both pre-paid and post-paid plans are available, with some offering international calling minutes depending on the provider.

Wi-Fi Services:

National Broadband Network (NBN) is a significant part of Australia's telecommunications landscape, with over 8.5 million active services as of June 2022. For home internet, providers offer both fixed line broadband (via cable or fiber optic) as well as wireless/mobile broadband. Internet speeds and monthly data allowance varies between plans and providers.

Many telecommunication companies also bundle services, allowing customers to get discounted packages that include mobile, home internet, and even home phone services. It is recommended that you research different providers and plan options to find the best fit for your connectivity needs and budget.

You can use websites like <https://www.comparebroadband.com.au/victoria/melbourne/> to research and compare plans of various providers.

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

3.5 Transport System in Melbourne

Melbourne has an extensive and well – developed public transport network. The main modes of public transport include:

Trains: Melbourne has an extensive suburban rail network operated by Metro Trains with over 200 stations across the metropolitan area. There are regional train services operated by V/Line. This train network connects the city centre (CBD) with suburbs and regional areas.

Trams: Melbourne is famous for having the world's largest tram network operated by Yarra Trams, with over 250 kilometres of track. Trams are a popular way to travel within the inner-city areas, especially in the Free Tram Zone which covers the CBD. A City Circle Tram service loops around central Melbourne passing by major tourist attractions in an old style tram.

Buses: Buses complement the train and tram services, covering areas that are not accessible by train or tram. They operate throughout the city and suburbs.

For more information regarding public transport in Melbourne refer to <https://www.melbourne.vic.gov.au/public-transport>

To use public transport, you will need a Myki card which is a reusable smart card for trains, trams and buses. You can purchase and top up Myki card at any train station, Australia Post Centre or 7-Eleven stores. Myki Top Up machines are also available at some tram and bus stops.

You can download the PTV app on your mobile phone. This app allows you to:

- Access real – time timetables and plan your journey
- Receive alerts about travel disruptions
- Register your Myki cards, top up using the app, and request a replacement card with your existing balance if you lose your card.

For more information regarding myki cards, fare charges, etc refer to <https://www.ptv.vic.gov.au/tickets/myki>

3.6 Work Rights

As an international student you can work up to 48 hours per fortnight during your study period and unlimited hours during your holiday breaks.

You have the same workplace rights and protections as any other worker in Australia. This includes being paid at least the minimum wage, receiving a payslip, and paying tax on your income.

For more information, visit our working on a student visa page or the resources below:

[Fair Work Ombudsman: Help for visa holders and migrants](#)

[Fair Work Ombudsman: International student rights and obligations](#)

If you intend to work in Australia as a student, you need to apply for an Australian Tax File Number (TFN). TFN allows you to file a tax return, inquire about your tax matters with the Australian Taxation Office, etc.

For more information regarding your TFN refer to [Tax File Number](#)

3.7 Bringing Families

You are allowed to bring your family as a dependent on your student visa. You must provide information regarding your immediate family members on your visa application. For more information refer to [the Department of Home Affairs](#).

Work & Study Rights for Families

You and your dependent family members will have permission to work automatically included with your student visa. Work rights for dependents of students vary between unlimited hours, for dependents of postgraduate research students, and a maximum of 48 hours per fortnight for others.

Your spouse can also study whilst they are in Australia for up to 3 months. If they wish to study for longer, they are then required to apply for their own student visa. Further information, please visit the Department of Home Affairs ([DHA](#)) website

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

Childcare in Australia

Childcare services are provided in centres throughout Melbourne. There may be long waiting lists, so it is advisable to contact some centres, which are conveniently located to you.

Please visit the website for further details of childcare centres, kindergartens, early learning centres, nannies and babysitters. For more information regarding childcare systems in Melbourne visit <http://www.echildcare.com.au/region/melbourne-city/>

Schooling in Australia

If your dependent child is school aged, it is the condition of your visa to enrol them in school.

Children are required to attend school until the age of 17. Victorian schools are either public (government funded with lower fees and costs) or private (privately run with higher fees)

If you are an international student and planning to bring your family, you are required to enrol any school-age dependent in an Australian school and pay their school fees whilst they are in Australia. For more information visit <https://www.vic.gov.au/education-information-parents>

SECTION 4:

Studying at

Danford College

4.1 Entry Requirements

Age Requirements

To study at Danford College, all international students must be at least 18 years of age or above.

Academic Requirements

Vocational Courses:

All international students must meet a minimum academic requirement to gain admission to Danford College. Danford College requires the successful completion of studies equivalent to Australian Year 12 education as the minimum level of entry into our courses.

Post Graduate Programs:

Year 12 and have completed a Diploma or Advanced Diploma qualification in any fields of study (Both onshore or Offshore qualification); or have completed a Bachelor degree in any field of study (Both onshore or Offshore qualification).

In some cases, if you do not meet the college academic entry-level requirements, you may apply as a mature age student. A mature age student is considered to be over 21 years old, who has been out of fulltime education for at least one year. You should also be able to provide documentary evidence of any work experience undertaken since leaving school that is related to your chosen course.

English Requirements

All international applicants wishing to enrol into a qualification at Danford College are required to meet the English Language Requirement in accordance with IMMI 18/015: English Language Tests & Evidence Exemptions for Subclass 500 (Student) visa Instrument 2018.

The English language proficiency score (IELTS or equivalent) should not be more than 2 years old.

For all the courses, students are required to have a minimum IELTS (International English Language Testing Service) score of 6.0 or equivalent English language tests as outlined by the Department of Home Affairs.

Below are the details of English language tests and the minimum score requirement as listed by the Department of Home Affairs:

ENGLISH LANGUAGE TEST	Minimum Test Score	Minimum test score with either 10 weeks of ELICOS, Foundation Standard Program or Pathway Program	Minimum test score with either 20 weeks of ELICOS or Foundation Extended Program
International English Language Testing System (IELTS)	6.0	5.5	5.0
TOEFL internet – based test (only accepted if test is taken on or before 25 July 2023)	64	46	35
Cambridge English: Advanced (Certificate in Advanced English)	169	162	154
Pearson Test of English Academic (PTE Academic)	50	42	36
Occupational English Test	B for each test component	B for each test component	B for each test component

Source: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

Circumstances where the English language requirement is exempted is as below:

- The student is a citizen and holds a passport from UK, USA, Canada, NZ or Republic of Ireland
- The student has completed at least 5 years' study in English in or more of the following countries: Australia, UK, USA, Canada, NZ, South Africa or the Republic of Ireland
- The student is enrolled in a principal course of study that is a standalone ELICOS course.
- Evidence of completion of Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the AQF at certificate IV or higher level, completed in English in Australia in the last two years
- Evidence of completion certificate for a Foundation Course in Australia in the last two years.

Note: We may need you to give us evidence of an English test score with your visa application if you hold a British National Overseas (BNO) passport.

For more information regarding the English language requirement please visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

Danford College may ask for evidence of the student English Language Skills anytime during the processing of their application to enrol with the College, as an additional requirement.

Internal English Test:

Danford College may advise the student to undertake the internal English proficiency test online: TRACKTEST. The minimum acceptable score is B2.

For more information on entry requirement refer to POL003_Student Admission Policy available on www.danford.edu.au

4.2 Orientation and Induction Sessions

Orientation and Induction sessions are conducted face – to – face at Danford College Campus on the first Monday of every month (in case of a Public Holiday, the session is conducted the following Monday). It is mandatory for you to attend the Orientation and Induction session.

You will receive an invitation from Danford College for the Orientation and Induction session two weeks prior to the session via email. Please ensure you plan your travel in advance so as to you do not miss the orientation and induction session.

This session is a great opportunity for you to get acquainted with Danford College's campus and staff members, meet your fellow classmates and peers, understand Danford College's policies and procedures and get information relevant to your course and your academic responsibilities.

Prior to the orientation and induction session, you must keep your documents like Passport, CoE, Visa, etc ready. The student support team may need to review these.

During the session, you must complete and submit the Orientation and Induction Form and the Orientation and Induction Checklist. You must provide your Australian residential address and local phone number in the Orientation and Induction Form.

If you are unsure about any section please ask the student support team for assistance.

You will receive your official Danford College ID cards at the end of the Orientation and Induction Session. Watch this YouTube video for more information [Orientation and Enrolment Process Danford College](#)

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a form of file number that will link students to their training records which are held in national training collection. Students will be able to access their academic records online, download them and share them with future training organisations electronically. The information required for USI is collected and reported through AVETMISS by Danford College.

All students enrolled at Danford College must provide a valid USI number prior to the course commencement. You can apply for USI using the link <https://www.usi.gov.au/students/get-a-usi>

Danford College cannot issue an AQF Qualification or Statement of Attainment if you have not provided a USI number.

For more information regarding orientation and induction process refer to POL004_Student Enrolment Policy available on www.danford.edu.au

4.3 Course Commencement

Prior to the course commencement you must ensure:

- You have met the entry requirements or any pre-requisites required to commence the course
- You have attended the Orientation and Induction Session and you have submitted the signed Orientation and Induction documents
- You have provided Danford College with the Unique Student Identifier (USI)
- You have received and signed the Training Plan
- You have read and understood Danford College policies to assist you during your course
- You are ready to embark on your new academic journey

Course Time Table (Training Plan)

Prior to the course start date, you will receive the Training Plan which must be signed and a copy must be retained throughout the duration of the course.

The Training Plan contains details of the enrolled course including:

- Your class schedule with the group number (*Note: once the timetable has been allocated, request of timetable change will be subject to availability or special grounds*)
- Name of the allocated Trainer and Assessor
- The study terms including term breaks
- Enrolled units of competency and their assessment requirements you will require to successfully complete in order to receive a full qualification

All international students are enrolled for not more than 20 hours of full – time study per week at Danford College. The classes are conducted face – to – face at Danford College Campus during the allocated time as advised on the Training Plan. The allocated class times can be one of the following:

- Morning: Monday to Friday 8.15 am - 12.15 pm
- Afternoon: Monday to Friday 12.15 pm - 4.15 pm
- Evening: Monday to Thursday evening 4.30 pm - 8.30 pm, Saturday evening 4.30 pm - 8.30 pm
- Weekend: Friday evening 4.30 pm - 8.30 pm, Saturday - Sunday 8.15 am - 4.15 pm

Please note: Danford College reserves the right to amend a student timetable at any time if we need to merge a group due to low number of students (Student will be advised at least 14 days in advanced).

The college also reserves the right to cancel a course prior to the start date or if the course has started and there are not enough enrolments. If the college cancels a course, the student may either request to attend/transfer to another course, transfer to another provider.

Digital Access

On course commencement, you will gain access to Danford College's digital platforms like RTO Manager, CANVAS, Microsoft account, Turnitin.

RTO Manager: RTO Manager is our friendly Student Management System where students can check their timetable, course progress, pay tuition fees, assessment results and attendance.

CANVAS: CANVAS is our Student Learning Management System that allows students to upload their assessments digitally. It facilitates your educational journey as it contains all the learning and assessment materials as well as different features like posting an announcement, Zoom collaborations and assessment submission accessible from anywhere.

Turnitin: Turnitin is a widely used software for checking plagiarism of your submitted work by comparing your submission against a vast database of academic papers, articles and publications. This way you can identify any unintentional plagiarism and make necessary corrections before submitting your assessments.

Microsoft Account: Every student enrolled at Danford College receives an outlook email account. This is where you will receive important communications from the College regarding your classes, assessment feedbacks, invitations for student activities, payment reminders, etc. You will also have access to Microsoft Office suite through your browser, allowing you to utilize these tools for your studies.

Insert some visual representations of these platforms.

For more information refer to POL004_Student Enrolment Policy available on www.danford.edu.au

4.4 Student Code of Conduct

Danford College's Student Code of Conduct Policy clearly defines students' rights and responsibilities related to appropriate conduct. The purpose of the Code is to create a positive and supportive learning environment in which all students can participate safely and effectively and achieve their academic goals. Students are required to abide with the Code of Conduct at all times whilst on campus.

The Student Code of Conduct is broadly classified as Academic Code of Conduct, Non – Academic Code of Conduct and Behavioral Code of Conduct. Some examples of the Student Code of Conduct are as follows:

- Students must maintain their student visa conditions while they are enrolled at Danford College and maintain satisfactory course progress.
- Students must inform Danford College of any change in their personal details like address, phone number, etc. within 7 days of occurrence of the change.
- Students must refrain from any form of cheating and plagiarism while they are enrolled at Danford College.
- Students must refrain from using mobile phones during the classes.
- Student must not provide any fake or fraudulent documents to the College;
- Student are prohibited from consumption of alcohol, drugs or smoke on the campus;
- Students should not possess harmful or hazardous material that would jeopardise the safety and security of staff and students;
- Students must speak English at all times in the classrooms

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

- Students must conduct themselves in a professional manner at all times, maintain proper hygiene and ensure their attire is appropriate
- Student must treat all Danford College staff members and fellow students with respect at all times
- Students must conduct themselves in a professional manner at all times
- Students must not act in a threatening, discriminatory, harassing and bullying manner
- All College property must be used with care and respect.

Consequences of breach of student code of conduct:

Danford College, at no time will condone any breach of the Code of Conduct or activities that might compromise the safety of a student, other students, staff, college property or local community.

You must report any critical incidence, inappropriate behaviour or any malpractices that comes to your attention on campus to the College staff or send an email to

support@danford.edu.au

Danford College will investigate the breach and depending on the intensity of the breach, the student will be issued a warning (verbal or written) or the student enrolment will be suspended temporarily or the student enrolment will be cancelled and the breach will be reported to the Department of Home Affairs. Reporting to the Department of Home Affairs may lead to the cancelation of your student visa depending on the nature and intensity of the breach of student code of conduct.

For detailed information regarding the student code of conduct, refer to POL011_Student Code of Conduct Policy available on www.danford.edu.au

4.5 Maintaining Visa Conditions

Whilst studying in Australia, your student visa is subjected to a number of visa conditions that you must comply with. It is your responsibility as a visa holder to be aware of these conditions and ensuring you maintain them throughout the duration of your studies.

Some general visa conditions are outlined below:

1. Maintain visa conditions: You must adhere by the visa conditions outlined on the visa grant at all times.
2. Meet course requirements: Enrol in a full-time course and maintain satisfactory course progress. Ensure you finish your course within the expected date as specified on your eCoE and visa grant.
3. Update personal details: You must provide Danford College with your correct contact details within 7 days of arrival in Australia (local address, local mobile phone number and email address). You must inform us of any changes to these details within 7 days of the change occurring
4. Maintain adequate health insurance: You are expected to maintain adequate Overseas Student Health Cover (OSHC). It is your responsibility to ensure your cover does not lapse. The College can assist to organise the OSHC.

5. Understand your work rights: You can work a maximum of 40 or 48 hours (depending on the condition issued on your visa) per fortnight during study periods and unlimited hours during holidays.

There may be additional conditions imposed on your student visa. For more information about the visa conditions refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>

4.6 Course Delivery and Course Progress

Course Delivery

All classes are conducted face – to – face at Danford College campus by our highly qualified Trainers/Assessors. They are aware of the challenge's students might face during their academic journey and are committed to provide the necessary support to the students.

Various activities are conducted by the Trainer/Assessor during the classes to make learning both fun and knowledgeable. The Trainer/Assessor monitors students' progress to identify and address any learning gaps and offer an ongoing assistance to the students by providing regular and constructive feedbacks on the students' assessments. This helps the students to stay motivated and achieve their academic goals.

Assessments

Assessment for each unit of competence includes a range of approaches to allow students a number of different ways to demonstrate competence. Assessments will include practical demonstration of competence, written tests, assignments, case study reports, participation in role – plays and classroom activities. For assessments which require practical applications, students will be provided with simulated assessments where they must demonstrate practical application of the knowledge.

Students will be assessed using the approved assessment tools complying with the requirement of the unit. The students must demonstrate they are capable of performing these tasks to achieve competence in the units.

Awarding Competency:

Student results are assessed based on the unit requirement as outlined in the training package and will be recorded using the following codes:

C = Competent (Met the unit requirements)

NYC = Not Yet Competent (Did not meet the unit requirements)

You will be given 3 opportunities to achieve competence in any given unit. Failing this, you will need to repeat the unit of study.

Monitoring Course Progress

Danford College and the staff is committed to supporting all enrolled students throughout their academic journey. The College monitors students' course progress systematically to provide ongoing assistance and ensure they maintain a satisfactory course progress, which is a mandatory requirement of their visa conditions.

Study Periods:

A study period also known as 'term' is defined as 200 hours of study and is usually delivered in a ten (10) week duration. All the terms in an enrolled course are outlined in the Training Plan provided to you prior to the course start date.

A study period in a course is as designated in the table below:

Qualification Level	Term Duration (Study Period)	Total Terms
Certificate III level	10 Weeks	2
Certificate IV level	10 Weeks	2
	For course duration of 9 months: - Two Terms: Term 1 & 2: 10 weeks - Term 3: 12 weeks	3
Diploma level	10 Weeks	4
Advanced Diploma Level	10 weeks - course duration is 12 months	4
	10 weeks - course duration is 24 months	8
Graduate Diploma/Certificate	10 Weeks	4

Monitoring Student Course Performance:

The designated Trainer/Assessor will update the results and inform the students of the results within 10 working days of the assessment submission.

The Course Progress Officer will record these results on RTO Manager in individual student profile and monitor the course progress for every enrolled student at Danford College.

The Course Progress Officer will report students at risk to the Academic Team Leader and issue warning letters to the students.

the Academic Team Leader will conduct the necessary disciplinary action as outlined in the POL008_Course Progress and Course Completion Policy.

At Risk Students:

Student must maintain a minimum of 50% competence in the enrolled units in each term to maintain a satisfactory course progress. A student who fails to achieve competency in more than 50% of the enrolled units in a term, will be deemed to be at risk for not achieving satisfactory course progress.

The College will provide an intervention strategy to the student as an opportunity for them to achieve satisfactory course progress.

In the intervention strategy, the Academic Department consults with the student to understand the difficulties faced by the student in maintaining the course progress. Based on the consultation, the student will be provided with opportunities for re-assessments, ongoing support from the Trainer/Assessor and if required referring them to the Student Counsellor.

If a student is unable to maintain satisfactory course progress and achieve competency in more than 50% of the enrolled units for 2 consecutive terms, Danford College will cancel their enrolment and report the student to DHA via PRISMS under breach of course progress requirements after conducting all the disciplinary actions. For more information on course progress refer to POL008_Course Progress and Course Completion Policy available on Danford College website www.danford.edu.au

Course Completion

All international students enrolled with Danford College must completed their course within the duration specified on their Confirmation of Enrolment (eCoE).

The duration of the course may be extended if it is evident that the student will not complete the course within the expected duration due to:

- There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
- The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Any variation in the student's enrolment which may affect the expected completion date of study will be reported by Danford College to the Department of Home Affairs via PRISMS and where needed a new eCoE will be issued to the student.

It will be the student's responsibility to contact the Department of Home Affairs to seek advise on any potential impacts on their student visa if a new eCoE is issued and this changes the expected completion date of the study.

For more information refer to POL008_Course Progress and Course Completion Policy and POL006_Assessment Policy available on Danford College website www.danford.edu.au

4.7 Disability Provision and Reasonable Adjustments

Danford College recognises and acknowledges students who have disabilities have the right to be treated fairly and respectfully and should undertake their studies without any discrimination.

Therefore, Danford College has provisions to assist students with disabilities to achieve their study goals by making reasonable adjustments where necessary. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment. In some cases, there may be additional cost which the College will inform the student prior to making the adjustments.

You must advise Danford College of any disability, serious medical condition and/or special requirements at the time of enrolment or when any unforeseen circumstances occur. You must complete and submit the [Provision of Student Disability Services Supporting Documentation Form](#) available on Danford College website www.danford.edu.au or by sending an email to support@danford.edu.au

The College will make every effort to accommodate a student with a disability. However, the college is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The College has to prove the changes are unjustified and, before making such a claim, will have direct discussions with the student and seek expert advice.

Additionally, many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice recognition software, hearing aids or note – taking services. For further information about Disability access and support please visit Study Melbourne website at <https://studymelbourne.vic.gov.au/search-results?collection=djsir~sp-study-melbourne-site-search&profile=study-melbourne-search-results&query=disability>

For detailed information regarding disability management refer to POL020_Student Disability Provision Policy available at www.danford.edu.au

4.8 Student Support Services

Being an international student is both exciting and challenging, so Danford College has an established student support officer team who can be approached to gain advise on academic and personal issues.

The Student Support Services are available and accessible to all students enrolled at Danford College. Danford College is committed to ensure you have the resources and guidance you need to succeed in your studies at Danford College and adjust to life in Australia.

The Student Support Officers offer professional and confidential advise on matters within their expertise. If an issue is outside of their scope, they will provide links and referrals to appropriate external support services.

The student support services hours are Monday to Friday, **8:30 AM to 5:00 PM**.

You can contact the student support team in one of the following ways:

- Speak with a student support officer at the reception in Danford College campus
- Send an email to support@danford.edu.au
- Call on 03 9642 1667

Relevant Policies related to student support services available at www.danford.edu.au are:

- POL005_Student Support Services Policy
- POL014_Credit Transfer Policy
- POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy
- POL010_Overseas Student Transfer Policy
- POL021_Discrimination, Harassment and Bullying Policy

Academic and Administrative Support

a) Course Credit

Danford College recognises previously completed qualifications and/or unit (s) of competency in a nationally recognised registered training organisation under the Australian Quality Framework. A systematic process is established to grant credit transfer to the students which is outlined in the POL014_Credit Transfer Policy available at www.danford.edu.au

Should a student wish to apply for a Credit Transfer, they can apply via [Application for Credit Transfer](#)

Detailed information is provided during the Orientation and Induction Session regarding the Credit Transfer.

b) Academic Services

Danford College is committed to ensuring that all students are supported through their course of study to assist them to achieve the qualification in their enrolled course. The Academic Department including the designated trainers and assessors understand the challenges international students face and will assist the students throughout their academic journey at Danford College.

Where students have issues in completing assessments, they will be provided with re-assessment opportunities.

The Academic Department has policies and procedures to monitor every student's course progress. The Academic Department contacts the students who are deemed at risk and provides extended support via intervention strategies to assist the students.

Detailed information regarding the course progress requirements, interventions and re-assessments is provided to the students during the Orientation and Induction Sessions conducted prior to their course commencements.

Recognition:

Danford College has developed a “Student of the Month Award” as a way to recognise students with outstanding academic accomplishments. Be one of them!

c) Deferment, suspension or cancellation of student enrolment**Deferment:**

You may apply for deferment prior to the course commencement (start) date due to but not limited to the following reasons:

- Compelling or compassionate reasons
- Inability to commence the course due to delay in receiving student visa outcome
- Inability to commence the course if pre-requisites, entry requirements or any conditions on the eCoE are not met.
- Where Danford College is unable to provide a pre-requisite unit and/or course

Suspension:

Danford College is able to suspend (temporary leave of absence from studies) a student enrolment under compelling or compassionate reasons. These reasons may include but are not limited to the following:

- a) Serious injury or medical condition (supported with medical evidence)
- b) Pregnancy (where medical certificate of any complications is provided or the due date of delivery)
- c) Bereavement of close family members such as parents or grandparents (where possible should be supported with death certificates)
- d) Major political upheaval or natural disaster in the home country requiring emergency travel
- e) A traumatic experience which may include
 - Involvement in or witnessing of a serious accident; or
 - Witnessing or being victim of a serious crime, and this has impacted on the student (supported with police or psychologist's reports)

Cancellation:

A student enrolled at Danford College may wish to cancel or withdraw their enrolment from the course in varying circumstances which may include but are not limited to:

- Change in the student visa condition
- Student Visa Refusal
- Student returning to their home country
- Student wishes to transfer to a different provider
- Other compelling or compassionate reasons

The Process:

If a student wishes to defer, suspend or cancel their enrolment, they must apply online via [the Deferment, Suspension or Cancellation of Student Enrolment Form](#) available on Danford College website www.danford.edu.au. Supporting documents as evidence must be submitted with the application.

The student support officer will assess the application based on POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy and provide an outcome in writing via email to the student.

The student support officer may call the student for a face – to – face meeting to discuss about the application and inform the student of any implications that their course may have due to the deferment or suspension.

Deferment or suspension may extend the duration (end date) of the enrolled course which may impact the student's visa duration. Danford College will issue a new eCoE to the student where the end date of the course changes and notify the Department of Home Affairs via PRISMS. In this case, it will be the student's responsibility to contact the Department of Home Affairs and apply for the extension of their student visa where required.

If the application is refused, the student can access Danford College's internal complaints and appeals process within 20 working days of receiving the outcome. They can appeal the decision by submitting [the Complaint and Appeal Form](#) and the application will be assessed in accordance with the POL007_Student Complaints and Appeals Policy.

d) Overseas student transfer

If a student wishes to transfer to another registered provider prior to completing six months of their principal course, they must apply for the transfer by submitting [the Transfer between Registered Providers Form](#). Supporting documents

The student support officer will assess the application based on POL010_Overseas Student Transfer Policy and provide an outcome in writing via email.

Requests for transfers may be approved for the reasons outlined below but not limited to:

- The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- There is evidence of compassionate or compelling circumstances;
- The College has failed to deliver the course as outlined in the written agreement;
- There is evidence that the overseas student's reasonable expectations about their current course are not being met;
- There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives;
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Requests for transfers may be refused for the following reasons but not limited to:

- The transfer may jeopardize the student progression through a package of courses;
- The student is intending to avoid being reported to the Department of Home Affairs for failing to meet the College's academic progress requirements;
- A Valid 'Letter of Offer' has not been received by the student from new registered provider or same AQF level or higher is not being maintained;
- Reasons for requesting transfer primarily relate to enhancing permanent resident opportunities, or current timetable interferes with work arrangements

- The student has outstanding fees with Danford College;
- Transfer perceived as detrimental to student's welfare and wellbeing;
- Student have outstanding fees with Danford College.

If the transfer request is approved, Danford College will grant a release at no charge to the student and report the cancellation of enrolment with Danford College to the Department of Home Affairs via PRISMS.

If the application is refused, the student can access Danford College's internal complaints and appeals process within 20 working days of receiving the outcome. They can appeal the decision by submitting [the Complaint and Appeal Form](#) and the application will be assessed in accordance with the POL007_Student Complaints and Appeals Policy.

e) **Social Programs and Workshops**

The Student Support Team organises workshops and events occasionally for all students enrolled at Danford College. All students are encouraged to participate in the workshops and events as these are good opportunities for students to mingle and socialise with each other outside of their class times.

Workshops are conducted in collaboration with the student counsellor and/or external speakers. The workshops cover a range of topics associated with student welfare like adjusting to lives in Australia, understanding the culture, taxation, mental health, to name a few.

Additionally, Danford College also organises events to celebrate various festivals, important days, during which the College may organise lunch, BBQs, games and competitions.

Counselling Support Services

Being an international student in a foreign country may lead to personal and social issues for a student. Danford College understands the significance of the issues and hence has the provision for student counselling services.

Danford College has contracted the services of a Counsellor who is available to all students, on an appointment basis, through the standard College hours of business. The student support staff and Counsellor offer professional and confidential advice. Students may receive up to 3 counselling sessions (free of charge) per calendar year at Danford College with the counsellor.

Students can request for an appointment with the counsellor by email to support@danford.edu.au or inquiring at the reception.

Counselling Services Details	
Organisation Details	Soteria Consulting Pty. Ltd. • P: 0430110529 • E: cchan@soteriaconsulting.com • W: www.soteriaconsulting.com
Counsellor Schedule	• Orientation Session: 30 minutes and

	Twice Per Month: 2nd and 4th Wednesday of calendar month
Counsellor Specialisation	- Adolescent Issues, - Educational Issues - Relationship Issues - Adjustment Issues - Depression & Anxiety - Stress & Time Management etc

Discrimination, Harassment and Bullying

Danford College does not tolerate discrimination, harassment or bullying of any kind. Being bullied should never be regarded as being 'character building', 'just part of growing up' or something to 'get over'. All incidents of bullying or abuse should be reported.

Bullying and abuse may take many forms, including:

- Physical bullying;
- Verbal psychological and social bullying such as name – calling, body shaming, unwanted teasing, gestures, threats, creating and/or spreading rumours and social exclusion;
- Sexual harassment such as unwanted touching, innuendo, molestation, etc.
- Harassment or discrimination of any form (based on sex, age, race, religion, disability, etc.)

These actions and behaviours could be conducted in person or electronically ('cyber-bullying').

These problems can often lead to serious issues such as severe loss of confidence, lack of academic

progress and absenteeism. Psychological problems may continue later in life.

Bullying and abuse can be hard for teachers, guardians and other adults to detect as it is often intentionally hidden from them, and victims are often reluctant to report it. This is especially the case with overseas students as they may not be familiar with ways of reporting bullying, and the fact that it often occurs in a language that the teachers don't understand can make it easier to hide.

Reporting and dealing with discrimination, harassment and bullying:

Any form of discrimination/harassment or bullying if experienced or witnessed should be reported to the College. You must do either of the following in such circumstances:

- Inform your trainer/assessor
- Inform the Student Support Team
- Send an email to support@danford.edu.au

Danford College is committed to addressing all incidents promptly and with confidentiality with thorough investigation.

Danford College will ensure correct support and resources are provided to the victim which are within Danford College's scope of action.

Depending on the findings, severity and intensity of the incidence, Danford College may take disciplinary action against the offender, including termination of employment where it is a

Danford College staff member or cancellation of the student enrolment and reporting them to the Department of Home Affairs which may lead to their visa cancellation.

4.9 Fees and Charges

Paying fees and charges

Danford College enters into a signed agreement (Letter of Offer) with the student prior to enrolling and accepting any money from the student.

The Letter of Offer will contain information related to the tuition fee (for all enrolled courses), miscellaneous fees like digital access, enrolment fee, etc., terms and conditions for refund, payment methods and bank details, etc.

Danford College recognises being an international student, students may experience hardships in paying full tuition fees prior to the course commencement. As a result, Danford College offers a payment schedule to students. The payment schedule information is provided to the students in the Letter of Offer provided to the student prior to issuing the eCoE.

As per the payment schedule, any fees due will be on the 1st of the specified month, if not on the course commencement date and can be paid in one of the following ways:

- Internet transfer to the bank (The fees can be paid via RTO Manager account, watch this short YouTube video on [How to pay your fees online?](#))
- Cash deposit at the bank
- Pay cash at the college reception
- Pay over the phone by card, ring reception on 96421667 (overseas card attracts a surcharge and we accept VISA or MasterCard only)
- Pay by card at the college reception (overseas card attracts a surcharge and we accept VISA or MasterCard only)

If there are any special or extenuating circumstances that prevents the student from making the payment by the due date, the student may request an extension for payment of fees in writing to the Finance Department at support@danford.edu.au prior to the due date. All extension requests are required to be submitted with supporting documents providing evidence for the reason specified. The Finance Manager or (delegate) may reject or approve your request for an extension of time for payment at its absolute discretion and based on the evidence provided.

Deferment or suspension of Course and Fee Payment:

If a student is approved of course deferment or suspension, the student is required to follow the payment schedule as outlined in the signed Letter of Offer and agreement. Student will need to pay their fees as per the payment schedule.

Deferment or suspension of studies will not lead to deferment or suspension of payment of fees of the course.

Under special compelling and compassionate circumstances, the Finance Manager or (delegate) may approve of deferring the fee payment at absolute discretion.

Penalties for late or non – payment of fees:

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

Danford College has a systematic process applicable for payment of fees and/or non – payment of fees. The process is as follows:

Timeline	Action
15 days prior to due date	Invoice auto – generated in Xero as a draft. To be approved by finance department.
14 days prior to due date	Invoice Sent to students via email New Students: The College sends the invoice to the student as per payment schedule once the student has commenced. Continuing Students: Invoice Sent to students for payment of their fees 14 days prior to the due date. (except in event the 14 days falls on a public holiday or the 14 days prior falls on the weekend then we send it the next working day)
7 days prior to due date	Auto reminder sent from Xero to students via email
1 day prior to due date	Reminder Notification Sent: Students will be sent a reminder notification of fees via email from RTOManager
Due Date	Students are required to pay the fees
1 – 6 days overdue fees	Finance department to follow up with students via email/call/SMS
6 days overdue fees	Auto – reminder email will be sent via Xero
7 days overdue fees	First Warning Letter Sent - -Students will receive the First Warning Letter advising them that they have 7 days to pay the invoice. The College will waive any late fee that has accrued to this date. At this stage the student will not be allowed to attend their classes or submit assessments until they have made the payment.
8 – 13 days overdue fees	Finance Department to follow up with students via email/call/SMS
13 days overdue fees	Auto reminder email will be sent via Xero
14 days overdue fees	Final Warning Letter Sent: (14 days after invoice payment was due) A final warning letter will be issued to the student via RTOManager. Student may also be charged late fee calculated as per below
15 – 20 days overdue fees	Finance Department will continue to follow up via email/call/SMS. Administration Department and Student Support Team will be asked to follow up with the students.
20 days overdue fees	Auto reminder email will be sent via Xero
21 days overdue fees	Intent to report (ITR) letter is sent to the student via RTOManager
22 days or more overdue fees	Finance Department will continue to follow up via email/call/SMS.

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

20 working days after ITR	If student did not appeal within 20 working days of issuing of ITR, student enrolment will be cancelled under non – payment of fees and reported to DHA via PRISMS. The College will take further action as necessary (including but not limited to referring the case to the debt collection agency).
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It is the student's responsibility to keep a record of the payment schedule and adhere to the instalment amounts and due dates, Danford College is not liable for failure to notify students of a student.

At the absolute discretion of Danford College, failure to make payment by the due date may result in:

- Charging interest (as liquidated damages 10% Currently) at the rate of two percent (2%) above the rate of interest fixed from time to time under Section 2 of the Penalty Interest Rates Act 1983.
- Will result in the removal of their access to the Danford College online learning platform CANVAS®; Inability to attend classes or submit assessments;
- The inability to graduate and/or receive the certificate and/or statement of attainment until the outstanding debt is cleared;
- cancellation of enrolment via PRISMS and reporting to the Department of Home Affairs; and/or
- If the student is subject to a Payment Schedule, cancellation of the Payment Schedule such that they will be required to pay the whole course outstanding balance

For more information regarding the fees and charges refer to POL012_Student Fees and Charges Policy available on Danford College website www.danford.edu.au

Refund of Fees

Refund Policy Conditions:

Full Fee Refund		
Visa refused before commencement date	<u>For Offshore Application:</u> • Danford College will cancel the eCoE based on the PRISMS report and inform the student. • After the cancellation of eCoE, the student must complete the Application for Refund of Fees & Charges available at www.danford.edu.au The student must provide the Immi Refusal Letter and cancelled eCoE with the application. <u>For Onshore Application:</u> • Before applying for refund, student must complete and submit the Application to Defer or Suspend from your studies or Cancel your Enrolment available at	FULL REFUND of fees received by the College will be issued to the student less the Enrolment Fee (currently AUD \$200). Without Immi Refusal Letter from the DHA and cancelled eCoE, NO REFUND will be issued.

Full Fee Refund

	www.danford.edu.au After the cancellation of eCoE, the student must complete Application for Refund of Fees & Charges available at www.danford.edu.au. The student must provide the Immi Refusal Letter and cancelled eCoE with the application. <i>(The student enrolment (eCoE) with Danford College must be cancelled prior to the application for refund of the fees.)</i> Application and documentation received after 28 days will incur a cancellation fee of AUD \$500 in addition to the Enrolment Fee.		
Visa refused after commencement date	<u>For Offshore application:</u> Same process as defined above. <u>For Onshore application:</u> If the student has commenced the course No refund is paid for any monies paid to Danford College including the enrolment fee, course tuition fee and digital access fee.		
Provider Default: Danford College fails to start to provide the course to the student on the agreed starting day because a sanction has been imposed Or The course ceases to be provided to the student at any time after it starts but before it is completed because a sanction has been imposed	Students have the right to choose: - A refund of course fees or - Accept a place in another course at no extra cost. If a student chooses placement in another course, Danford College will ask the student to sign a new Letter of Offer to accept the place	FULL REFUND of refundable course tuition fees paid will be made within 14 days from the default date provided the student has not withdrawn from the course before the default date. In provider default, student tuition fees are protected under Tuition Protection Service (TPS).	
Danford College does not commence Course delivery on due date	Students have the right to choose: - A refund of course fees, or - Accept a place in another course at Danford College at no extra cost.	A FULL REFUND of tuition fees paid will be made within 20 working days of the specified starting date.	
Withdrawal from the course	Student withdraws more than 60 days before the course commencement date	Student should complete and submit the Application to Defer or Suspend	Any and all fees including the Digital Access Fees paid are FULLY REFUNDABLE after the enrolment is cancelled by Danford

Full Fee Refund

		from your studies or Cancel your Enrolment available at www.danford.edu.au signifying withdrawal at more than 60 days prior to the initial course commencement. After the cancellation of eCoE, the student must complete Application for Refund of Fees & Charges available at www.danford.edu.au <i>(The student enrolment (eCoE) with Danford College must be cancelled prior to the application for refund of the fees.)</i>	College, less the Enrolment Fee of AUD \$200.
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Partial Fee Refund

Withdrawal from the course	Student withdraws at or less than 60 days but more than 28 days before course commencement date:	- Before applying for refund, student must complete and submit the Application to Defer or Suspend from your studies or Cancel your Enrolment available at www.danford.edu.au signifying withdrawal at or less than 60 days but more than 28 days prior to the initial course commencement. - After the cancelation of eCoE, the student must complete the Application for	70% of the tuition fees and 100% Digital Access Fees, less the enrolment fee of \$200 will be refunded.
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Partial Fee Refund

		Refund of Fees & Charges available at www.danford.edu.au <i>(The student enrolment (eCoE) with Danford College must be cancelled prior to the application for refund of the fees.)</i>	
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No Fee Refund

Danford College will NOT REFUND any tuition fees paid in advance in the following circumstances

Course Withdrawal	Student withdraws (cancels) from the course 28 days or less before course commencement date: - Student completes and submits an Application to Defer, suspend or cancel the enrolment available at www.danford.edu.au - Danford College will assess and approve/refuse the application as per the POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy	NO REFUND of any monies paid to Danford College
Course Withdrawal	Student withdraws (cancels) from the course after course commencement date: - Student completes and submits an Application to Defer, suspend or cancel the enrolment available at www.danford.edu.au - Danford College will assess and approve/refuse the application as per the POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy	NO REFUND of any monies paid to Danford College

Enrolment cancelled by Danford College under the following circumstances **will NOT BE entitled to receive a refund** or have balance of tuition fees waived where the cancellation is due to:

- The student's failure to commence the course
- Unsatisfactory course progress
- Non – payment of fees
- The student's failure to comply with visa conditions relating to their course with Danford College.
- The student providing false or misleading information at the point of application and this has been substantiated (e.g. falsified documentation such as passport, qualifications issued by other education providers, etc.).
- A breach of student visa conditions or any illegal or unlawful conduct by the student;
- Breach of the terms and conditions of between the student and Danford College (e.g. non-payment of tuition fees).
- The student's visa is cancelled by the Department of Home Affairs.
- Where student's enrolment is cancelled because of misconduct of student with Danford College' POL011_Student Code of Conduct Policy or breach of student visa conditions.

Transfer to another registered provider	Student completes and submits an Application to Transfer Between Registered Providers available at www.danford.edu.au Students wishing to transfer to another provider: 1. <u>Prior to completion of six (6) months' study of the principal course:</u> Student may apply for a release. Danford College will assess and approve/refuse of release as per the POL010_Overseas Student Transfer Policy 2. <u>Completed 6 months in their principal course of studies:</u> Students do not need to apply for release. The Application will be assessed and approved/refused as per the POL010_Overseas Student Transfer Policy.	NO REFUND of any monies paid to Danford College for the current course in either of the cases.
Visa granted under SSVF (Including Package) using Danford College COE or another provider	Once the initial visa is granted or if a student has a packaged COE through another provider into any higher AQF level courses and the student is in Australia or have arrived in Australia and they have decided to cancel or withdraw their enrolment before or after commencement, NO REFUND will be provided on any fees paid to Danford College inclusive of initial and other courses in the package.	
Abandonment of Course / Failure to return after scheduled break in the event that a Student abandons their course without formally cancelling their enrolment.	NO REFUND will be issued, which includes all monies paid or scheduled to be paid to Danford College and the balance of all outstanding fees for the course will be invoiced to the Student.	

Other Refunds		
Fee for Recognition of Prior Learning (RPL)	There is NO REFUND of the RPL Fee should the student be deemed as unsuccessful in RPL.	The student may lodge an internal appeal on RPL decision no cost – <i>Refer to the POL007_Complaints & Appeals Policy.</i>
Fees for Student Services	Refunds for any monies received by Danford College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.	
Enrolment Fee	Non-Refundable & Non-Transferable in the case of a Student withdrawing after the issuance of Letter of Offer.	
In case of a deceased student	In the instance of a student who is deceased the personal legal representative of the deceased student must apply for any excess payments which are to be refunded and must supply details about who is to receive the refund. Danford College reserves the right to request official documentation to support any such claims such as a certified copy of the death certificate. Danford College may be required to investigate the legal requirements of the student's home country. Refunds will only be processed once all requirements of the Danford College and the student's country of nationality have been fulfilled. When Danford College is satisfied with the information received, it will endeavour to process the refund as per the policy	

Refund Application Process:

- Student must complete and submit the online form Application for Refund of Fees & Charges available on Danford College website www.danford.edu.au All applications must be submitted with the relevant documentation as evidence. Danford College does not accept enrolment cancellation or refund requests through phone calls, SMS, email or by advising a staff member.
- The Finance Manager or (delegate) will process the refund application within 20 working days of receiving it and if the application is approved, the refund will be processed within the same timeframe other than where a refund is made under provide default, the refund will be processed within 14 days of the default date.
- Danford College will provide the outcome of the refund application in writing via email. In case of the refund approval, the outcome statement will outline the total refund amount the student is eligible to receive.

Payment of Refund:

- Danford College abides by the [Anti-Money Laundering and Counter-Terrorism Financing Act 2006](#) (Cwlth) and has adopted a best practice approach to preventing money laundering and terrorist financing activities. As a result, all refunds for which a student is eligible will be paid to the student account as nominated in the Application for Refund of Fees & Charges form by the student.
- If a student wishes to nominate another person to receive the refund, they may provide the details of the authorised person and a signed declaration by the student in the Application for Refund of Fees & Charges form.

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02 May 2025

- Danford College will not pay any refund in cash.
- All refunds are made in Australian dollars (AUD), and any fees associated (such as bank fee, conversion rate, etc) in processing the payment will be borne by the student.

Bank Charges & Non – receipt of refunds:

- Danford College is not liable for any variance due to foreign exchange rate fluctuations.
- Bank charges may be incurred by the refund recipient. These charges are imposed by the banking institutions and are deducted from the payment made by the College. Danford College has no control over such charges and is not responsible for amounts deducted.
- Where bank charges are incurred by Danford College because of the student providing incorrect or incomplete bank account details, alternative payee details or any other information, these charges will be deducted from the refund paid to the student.
- If the refund payment is not received after the refund approval, the recipient must advise Danford College of the circumstances. Where necessary, Danford College will contact its bank to either have the payment re-processed or arrange for the return of funds to the Danford College account.
- Danford College will re-credit the remaining funds to the student's account, less any bank charges. Students will be required to re-apply for a refund of these funds with correct bank details.

For more information regarding student fees refund refer to and POL013_Student Fees Refund Policy available at www.danford.edu.au

4.10 Complaints and Appeals

All students enrolled at Danford College have the right to access internal complaints or appeal process if they are not satisfied with an outcome provided by Danford College or if they have any concerns regarding a fellow student or staff member. An appeal against a decision given by the College must lodged within 20 working days of receiving the outcome.

Students can lodge an informal complaint by sending an email to support@danford.edu.au , where the student wishes to apply for a formal complaint or appeal, they must complete the [Application to Lodge a Complaint or Appeal](#). The complaint or appeal is processed in accordance with the POL007_Student Complaints and Appeals Policy. In case of a formal complaint or appeal application, an outcome will be provided to the student in writing.

While handling a complaint or appeal, Danford College will ensure confidentiality is maintained at all times and will treat all parties involved in the issue with respect and no person will be victimised or discriminated during the process.

In the event a student lodges an internal appeal:

- The student must remain at the College and comply with the student responsibilities during the internal appeal process;
- Danford College will not cancel the student enrolment while the internal appeal is in process.

If the student has exhausted the internal appeal process and is not satisfied with the outcome of the internal appeal process, the student has the right to appeal externally with the Commonwealth Ombudsman with minimal or no cost within 10 working days of

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concluding the internal appeal. The student must inform Danford College in writing if they have appealed externally within 10 working days.

If the external appeal outcome is in favor of the student, Danford College will implement the decision or recommendation and/or take the preventive or corrective action required by the decision and will advise the student in writing of the action.

Below are the contact details for the Commonwealth Ombudsman:

GPO Box 442

Canberra ACT 2601

Email: ombudsman@ombudsman.gov.au

Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

Australia's Consumer Protection Law

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

For more information regarding complaints and appeals refer to POL007_Student Complaints and Appeals Policy available at www.danford.edu.au

SECTION 5: APPENDICES

Appendix 1: Privacy Statement

Approved by: Vikas Wadhwa Approved Date: 27 Jun 2025 Created by: Neha Patil RES024_Danford
College_Student Handbook Doc #: DOC13685 Next Review: 27 Jun 2026 Revision: 1.2 Revision Date: 02
May 2025

Danford College is required to collect personal information from students to process enrolments and fees and obtain the information required to provide suitable training and assessment services. The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, the Education Services for overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. The information is collected from the data entered by the students directly or the by the education agents via enrolment forms, surveys or other relevant platforms.

This enables the College to provide the students with quality education services and support throughout the student lifecycle. The College may use the student's personal information as needed to comply with our obligations as an RTO.

There are some circumstances in which personal information about students may be shared Danford College and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and other bodies such as ASQA. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

Information about students will be treated as confidential, but may be made available to Commonwealth and State agencies, as required by regulations/law.

Danford College is required to inform the Immigration Department about:

- Changes to a student's enrolment
 - Any breach by the student of a student visa condition including unsatisfactory course progress.
- Under the Data Provision Requirements 2012, Danford College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
 - Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
 - facilitating statistics and research relating to education, including surveys;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.
 - Student may receive an NCVER student survey which may be administered by an NCVER employee, agent or third- party contractor. You may opt out of the survey at the time of being contacted.
 - NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Appendix 2: Critical Incident Management

Danford College has a systematic policy and procedure in place to manage any occurrence of critical incident.

A Critical Incident is defined as ‘a *traumatic event, or threat of such which causes extreme stress, fear or injury*’. Some examples are missing students; severe verbal or psychological aggression; death, serious injury or any threat of these; natural disaster such as floods, bushfires, earthquakes, etc; issues such as domestic violence, sexual assault, drug or alcohol abuse.

If you experience or witness any occurrence of a critical incident, you must immediately report it to the College. You can report it by speaking with a student support officer at reception, sending an email to support@danford.edu.au or calling at (03) 9642 1667.

Title	Name	Contact
CEO	Vikas Wadhwa	9642 1667
OHS Representative	Neha Patil	9642 1667
Fire Warden	Angelina Kurniawan	angelina@danford.edu.au
First Aid Officer	Laura Casal	laura.casal@danford.edu.au
After Hours Contact	Vikas Wadhwa	0433458394

Appendix 3: External Resources

Emergency Contacts	
Police, Fire Brigade, Ambulance	000
Lifeline: Lifeline provides crisis support, suicide prevention and mental health support services across Australia	13 11 14
Kids Helpline	1800 551 800
Crime Stoppers: If you witness a crime	1800 333 000
Bravehearts: Sexual assault support services	1800 272 831
Governing Bodies	
VET regulatory body	Australian Skills Quality Authority (ASQA) Tel: 1300 701 801 W: https://www.asqa.gov.au/
IMMIGRATION OR VISA MATTERS	Department of Home Affairs (DHA) Tel: 13 18 81 W: https://www.homeaffairs.gov.au/
TAXATION: Tax file numbers, tax and superannuation information	Australian Taxation Office (ATO) Tel: 13 28 65 W: https://www.ato.gov.au/
External complaints and appeals	Commonwealth Ombudsman Tel: 1300 362 072 W: https://www.ombudsman.gov.au/ Add:
Employment Issues	Fair Work Ombudsman

	Tel: 13 13 94 W: https://www.fairwork.gov.au/
Consumer Issues and protection	Consumer Affairs Victoria Tel: 1300 558 181 W: https://www.consumer.vic.gov.au/
Medical and Healthcare	
Hospitals	The Royal Melbourne Hospital 300 Grattan St, Parkville VIC 3052 Tel: (03) 9342 7000 https://www.thermh.org.au/ Alfred Hospital 55 Commercial Rd, Melbourne VIC 3004 Tel: (03) 9076 2000 https://www.alfredhealth.org.au/the-alfred St Vincent's Hospital https://www.svhm.org.au/contact Sunshine Hospital 176 Furlong Rd, St Albans VIC 3021 Tel: (03) 8345 1333 https://www.westernhealth.org.au/Pages/default.aspx
Legal – Aid	
Advise on legal matters	Victoria Legal Aid Melbourne 570 Bourke St, Melbourne VIC 3000 Tel: 1300 792 387 https://www.legalaid.vic.gov.au/ Community legal centres https://www.legalaid.vic.gov.au/community-legal-centres
Justices of Peace	Local JP registry is available by phoning 1300 365 111 or visit your local Police Station. https://www.justice.vic.gov.au/justice-system/legal-assistance/find-a-justice-of-the-peace-jp

Appendix 4: Checklist for Students

These handy checklists will help you organise your trip and ensure you complete all the things necessary to make your experience in Australia a happy one.

Before You Leave Home

- ☐ Ensure you have received your Student visa grant
- ☐ Be sure to understand your [visa and it's conditions](#)
- ☐ Arrange travel and flight tickets

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- ☐ Arrange accommodation
- ☐ Arrange transport from Melbourne Airport to your accommodation
- ☐ Arrange Overseas Health Cover (OSHC)
- ☐ Research about the weather and life in Melbourne
- ☐ Pack your bags for the trip
- ☐ Check the [items you can bring in Australia](#), declare on arrival and items you cannot bring in Australia
- ☐ Documents – Passport, Visa Copy, eCoE, Letter of Offer, Copies of previous qualifications and other important papers
- ☐ Money
- ☐ Prescribed Medication (if applicable)

Upon Arrival in Australia

- ☐ Purchase and activate a mobile phone service
- ☐ Call your family and friends
- ☐ Settle into accommodation
- ☐ Purchase household items and food
- ☐ Enrol children in school/childcare (if applicable)
- ☐ Attend Orientation and Induction Session at Danford College
- ☐ Receive your student identification (ID) card
- ☐ Receive your training plan for the enrolled course
- ☐ Receive your login details for digital access accounts (CANVAS, RTO Manager, Microsoft Office, etc)
- ☐ Receive your Health Insurance card
- ☐ Open a bank account
- ☐ Start classes
- ☐ Apply for tax file number if seeking work
- ☐ Get involved in student life and associations (e.g. music, sporting, cultural)

Appendix 5: Property Inspection Checklist

You can keep this checklist handy while inspecting accommodations in Melbourne.

Agent:	
Agent Phone Number:	
Property Address:	
Rent:	\$
Property Location	
Is the property close to transport, shops and campus?	
Is the area noisy? Is the property on a busy road?	
Property Features	

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Do the oven and stove operate correctly?	
Do the toilet and shower operate correctly?	
Are there laundry facilities?	
Do the light fittings work?	
Are there enough electrical power points to plug in your electrical appliances without overloading electrical power boards?	
Is there a telephone line already connected?	
Is the place furnished? What kind of furniture?	
Is there good security?	
Where locks are fitted on doors, can they be opened from the inside without a key?	
Do front and back doors open easily from the inside to allow escape in case of fire?	
Is a Smoke alarm fitted outside your bedroom? (by law smoke alarms must be fitted and maintained)	
If you are living in a rooming house, are there smoke alarms in your room?	
Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?	
Is there damp or mould on the walls?	
Is there painting required?	
Is there an insect / pest problem?	
Will the landlord carry out any repairs before you move in?	
Comments	