



# Student Handbook

<b>RTO NAME:</b>	Harmony International College Pty Ltd t/a Harmony International College
<b>RTO ID:</b>	46516
<b>CRICOS Number:</b>	04418H
<b>CAMPUS ADDRESS:</b>	2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD 4122
<b>YEAR</b>	2026 - 2027



## Welcome to Harmony International College Pty Ltd!

### Message from the Chief Executive Officer

Welcome, and thank you for choosing Harmony International College Pty Ltd for your educational journey in Australia!

We are delighted to welcome you as you take the next step toward joining our learning community. At Harmony International College, our mission is to provide an outstanding educational experience that balances academic excellence with practical, career-focused learning. We aim to prepare our students not only for professional success but also for personal growth and lifelong learning.

Your time with us will be more than just study. It will be an opportunity to engage with people from diverse backgrounds, explore new ideas, and develop skills that will serve you well beyond the classroom. Our dedicated staff are here to guide and support you throughout every stage of your journey.

This Student Handbook is your essential guide, a reliable companion that provides all the information you need for your studies, wellbeing, and life in Australia throughout your learning journey. It contains key information about our courses, enrolment procedures, fees, wellbeing and support services, and policies. It also explains your rights and responsibilities as a member of our learning community.

We are committed to creating an environment where you can thrive, achieve your goals, and enjoy every moment of your learning experience in Australia.

On behalf of the entire team at Harmony International College, I warmly welcome you and look forward to seeing you develop your skills, achieve your goals, and build a strong foundation for a successful career.

We look forward to supporting you throughout your educational journey and to welcoming you into the wider Australian community and the Harmony International College family.

Warm Regards,

Satinder Kaur Bhinder  
Chief Executive Officer (CEO)  
Harmony International College Pty Ltd.



## About Harmony International College Pty Ltd

Harmony International College Pty Ltd t/a Harmony International College (herein referred to as 'HIC') is a Registered Training Organisation and an accredited Vocational Education and Training provider committed to delivering high-quality training to students in Australia. As a CRICOS registered college, Harmony International College is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and is authorised to deliver CRICOS approved courses to international students. Our focus is on providing practical, industry-relevant training that helps students achieve their educational objectives and advance their careers.

Harmony International College Pty Ltd delivers high-quality, industry-relevant education in *Project Management (BSB) and Information Technology (ICT), Carpentry, Cabinet Making and Building and Construction*. Our trainers and support staff are highly qualified professionals with extensive industry experience, dedicated to guiding students through every stage of their learning journey and ensuring an engaging and enriching learning experience.

At Harmony International College, we understand the ambitions and career goals of our students. Our teaching philosophy is built around providing hands-on, industry-aligned training that prepares learners for real-world opportunities. We pride ourselves on maintaining a supportive, inclusive, and engaging learning environment that fosters both professional and personal development.

Our commitment to quality is reflected in the professionalism and passion of our training and administrative teams. With strong industry connections and a focus on excellence, our staff are dedicated to ensuring every student gains the knowledge, skills, and confidence to succeed.

If you would like more information about our college or the courses we offer, please contact us by phone, email, or by visiting our campus. Our contact details are listed below.

### Address

- ❖ **Campus:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD 4122
- ❖ **Workshop:** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053

### Contact Information

**Tel:** +61 488 491 703

**E:** [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au) | **W:** [www.hic.qld.edu.au](http://www.hic.qld.edu.au)



## Our Vision

Our vision is to offer courses that meet the expectations of students in line with flexibility of study, work-focused material and assessment and reasonable cost.

## Our Mission

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion.

## Objectives

In recognition of this mission, our objectives are:

**People** - We strive to attract, recruit, and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

**Safety & equality** - We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

**Integrity & ethics** - We conduct ourselves in accordance with shared and agreed standards of behavior which hold ethical conduct and integrity as our highest priorities.

**Quality committed** - We aspire to deliver consistent, quality services and apply quality systems which support training and assessment excellence.

**Learner Focused** - We thrive on providing training and assessment that is learner-focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high-quality training and assessment experiences.

**Industry engagement** - We recognize the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Living in Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA but has a population of approximately only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas. All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

### Multiculturalism

More than 100 ethnic groups are represented in Australia, making it 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.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. Harmony International College Pty Ltd takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.



## Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slang and have fun explaining the meanings to friends and relatives.

## Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, Gurudwara and synagogues are located in most major cities.

## Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public system doctors, hospitals, and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs, including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors, and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.).

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits, and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented.

## Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating, and water sports.

## Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.

## Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, visitor must carry a certified translation in English or apply for an International Driving Permit from your home country. For more details you may visit <https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international-student>, <https://www.tmr.qld.gov.au/Safety/Queensland-road-rules>, <https://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving>



### **Taxis**

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

### **Uber**

Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers.

### **Telephones and Wi-Fi connections**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places.

Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, and video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students.

The lowest pre-paid Sims and plan costs around 12\$-15\$. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plan with less internet and overseas calling minutes. However, there are many providers like Vodafone which give student discounts.

### **Budgeting**

Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. For more information on living in Australia, costs, visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

### **Travel**

During the term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as the Great Ocean Road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.





## Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks, and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy may also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

## Credit Cards

Credit cards are widely accepted around Australia. The most accepted credit cards are Visa and MasterCard.

## Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

## Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

## Finding Accommodation

The following types of accommodation are available for international students.

### Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments.

There are different types of homestay arrangements. The weekly cost may range from \$280 to \$410, with packages that include internet access, laundry facilities, and utilities (such as power and water). For further details, students can visit [www.homestaynetwork.org/brisbane-pricing](http://www.homestaynetwork.org/brisbane-pricing).

### Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called "lease" to rent the house, either month-by-month or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.



If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Rent varies depending on factors such as whether you share accommodation, live alone, or on the type of furnishing. For more information on what is included in the rent, please visit <https://www.homestaynetwork.org/students/pricing>.

**Useful internet sites for student housing are:**

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

<https://www.studyqueensland.qld.gov.au/live/student-accommodation>

[www.homestaynetwork.org/brisbane-pricing](http://www.homestaynetwork.org/brisbane-pricing)

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

<https://allabouthomestay.com.au>

**Useful rental accommodation websites are:**

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.realestateview.com.au](http://www.realestateview.com.au)

<https://uniacco.com>

<https://sha.com.au>

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

## Living in Queensland





Upper Mount Gravatt is a southern suburb in the City of Brisbane, Queensland, Australia. Upper Mount Gravatt is south of Mount Gravatt. It has increasingly become an important centre in the last 15 years. Logan Road and the Pacific Motorway run through the area.

Westfield Mt Gravatt, a major shopping centre, is a regional "hub", containing services and popular restaurants, with a bus interchange and the Upper Mount Gravatt Busway Station immediately below it. Upper Mount Gravatt is also home to the Mount Gravatt Vultures, a Queensland Australian Football League Club on Klumpp Road. It is well served by public transport. For up-to-date transport information and bus timetables please visit [www.translink.com.au](http://www.translink.com.au).

There are many places you can holiday in Queensland. A selection of some of the best places include the Gold Coast, the Great Barrier Reef, Airlie Beach, Hamilton Island, Magnetic Island and Whitsunday Island, where you'll find the famous Whitehaven Beach. The Great Barrier Reef is a site of remarkable variety and beauty on the north-east coast of Australia. It contains the world's largest collection of coral reefs, with 400 types of coral, 1,500 species of fish and 4,000 types of molluscs.

### Climate

Queensland has a temperate climate with four distinct seasons:

- Winter (June - August)  
Temperatures range from 10-22°C
- Spring (September - November)
- Summer (December - February)  
Temperatures range from 21-35°C
- Autumn (March - May)

### Events and Entertainment

Queensland offers an exciting blend of cosmopolitan city living and a relaxed outdoor lifestyle. Safe and thriving multicultural communities, a strong economy, universities with high international rankings, and a warm sub-tropical environment – it is easy to see why Queensland continues to attract the best and brightest migrants from all around the world. Its capital city, Brisbane, offers a great culture with popular restaurants and cafes adorning the shores of the Brisbane River.

Queensland has five of Australia's eleven World Natural Heritage areas. These include the Scenic Rim National Parks, K'gari (formerly Fraser Island), Riversleigh Fossil Fields, the Wet Tropics (including Daintree National Park), and one of the Wonders of the World—the Great Barrier Reef. You can visit [Queensland events](#) to learn about live and upcoming events.

### Study

Queensland fosters talent, encourages innovation, and propels careers onto the global stage. With world-class education institutions situated in diverse and distinctive settings, from vibrant urban centers to tranquil, welcoming towns, Queensland offers a wealth of opportunities tailored to your preferences. You can visit [www.studyqueensland.qld.gov.au](http://www.studyqueensland.qld.gov.au) for more information.

### Transport

Most of Southeast Queensland is serviced by buses, trains and ferries on the Translink network. Visit the Translink website <https://translink.com.au> for timetables, maps, and other useful information for planning your travel around Queensland.

### Useful Websites

- <https://translink.com.au/>
- <https://www.studyqueensland.qld.gov.au/live/living-expenses>
- <https://www.studyqueensland.qld.gov.au/live-in-queensland>



## Services and Facilities

Harmony International College Pty Ltd is committed to the success of its international students. HIC offers a wide range of support services for students throughout their studies at HIC.

## Orientation Sessions

Many students find life in Australia quite different from life in their home country, therefore, HIC organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services. All students are required to attend an orientation information session. This session details many aspects of living and studying in Australia and introduces students to study and life in Australia.

Orientation sessions include information about enrolment, facilities and services available, Australian culture and customs, safety, support services available for students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students.

## Cost of Living

Australia provides good quality and affordable accommodation. Students will need \$29,710 per year (excluding tuition) to cover living expenses, including accommodation, food, transport, entertainment, clothing, and books. The Financial Capacity Requirement for student and student guardian visas has increased from \$21,041 to \$29,710, effective 10th May 2024.

Refer to <https://immi.homeaffairs.gov.au/news-media/archive/article?itemId=1196>. Students can also calculate the cost of living on their own by using the link [www.studyaustralia.gov.au/english/live/living-costs](http://www.studyaustralia.gov.au/english/live/living-costs)

In case where your partners coming with you - AUD \$10,394 and additional AUD \$4,449 for child coming with you.

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week
- **Homestay** - \$280 to \$410 per week
- **Rental** - \$185 to \$440 per week

## Other living expenses

- **Groceries and eating out** - \$140 to \$280 per week.
- **Gas, electricity** - \$10 to \$20 per week
- **Phone and Internet** - \$15 to \$30 per week
- **Public transport** - \$30 to \$60 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

## Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business, and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:





**Commonwealth Bank of Australia:** <https://www.commbank.com.au/personal/can/moving-to-australia.html>

**Westpac Bank** <http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/>

**ANZ Bank**

<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

**National Australia Bank (NAB)**

<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

Further information may be sourced at 'Studies in Australia':

<http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia>

**Education and Childcare**

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information: [www.studyaustralia.gov.au](http://www.studyaustralia.gov.au).

Find an Early Childhood Service or School: <http://www.education.vic.gov.au/findaservice/home.aspx>

## Enrolment Information

Student Handbook has been developed to provide prospective students with clear and accurate information, which will allow them to make an informed decision about their study plans with HIC. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, and admission procedures at HIC. The handbook also explains the training and assessment arrangements, available support services, and the rights and responsibilities of students during their study.

Students are strongly advised to read this handbook thoroughly before submitting an application. Students are encouraged to contact HIC and talk to one of our friendly, informed staff members if they are unsure about any information included in this or have any questions.

Students must complete the student application form and Pre-Training Review form (attached within the application form) and send the completed forms along with all the relevant documents and the Application fee to Harmony International College Pty Ltd. You can also submit your application through one of our authorised Education agents. A list of approved Education agents can be found on our website [www.hic.qld.edu.au](http://www.hic.qld.edu.au).

All students are required to possess Language, Literacy, Numeracy and Digital Literacy (LLND) skills to perform calculations or complete any other course-related activities. HIC assesses students' Language, Literacy, Numeracy, and Digital (LLND) skills through a test conducted prior to enrolment. Students are emailed a link to course information, along with the LLND test kit, Application Form, PTR Form, and the Student Handbook. The LLND test must be completed honestly and independently. During the Pre-Training Review (PTR) interview, responses may be verified. If a student is suspected of being dishonest, they will be required to retake the test on campus using the ACSF-aligned LLND Robot under the supervision of a qualified assessor.

HIC will assess student's needs during the Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements, including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.



Applicants are required to fill up the PTR form given inside the application form as Appendix 1 and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify the answers provided by the students. Harmony International College Pty Ltd may also verify evidence provided by you of your IELTS/equivalent test score and secondary school certificate.

Student selection for each course will be conducted in accordance with Harmony International College Pty Ltd.'s access and equity principles, ensuring fair, inclusive, and merit-based decisions. Completion and submission of the student's application form does not imply that Harmony International College Pty Ltd will make an offer to you. All applicants must complete both the LLND assessment and PTR process before a final enrolment decision is made. If an applicant does not meet the required entry criteria, they will be informed and, where possible, guided toward alternative study options or support pathways.

Harmony International College Pty Ltd will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the student's written agreement and send it to Harmony International College Pty Ltd. HIC will not accept any course fees without a student's written agreement. Once the completed and signed written agreement and fee is received (and cleared by the bank), Harmony International College Pty Ltd will issue a Confirmation of Enrolment (COE). For more detailed guidance on this process, students can refer to the Enrolment Kit available on our website.

## Courses Offered

Course Code and Name	CRICOS Course Code	Total Course Duration	Study Period (SP) (week)	Total tuition fee (AUD)	Total material fee	Application fees	Total Course Fee
BSB40920 Certificate IV in Project Management Practice	119788D	42 weeks (including 6 weeks of holidays)	3 SP of 10 weeks each and 1 SP of 6 weeks	\$12,000	\$1,000	\$300	\$13,300
BSB50820 Diploma of Project Management	119787E	60 weeks (including 8 weeks of holidays)	4 SP of 10 weeks each and 1 SP of 12 weeks	\$14,000	\$1,000	\$300	\$15,300
BSB80120 Graduate Diploma of Management (Learning)	119786F	60 weeks (including 8 weeks of holidays)	4 SP of 10 weeks each and 1 SP of 12 weeks	\$18,000	\$1,000	\$300	\$19,300
ICT60220 Advanced Diploma of Information Technology	119785G	92 weeks (including 12 weeks of holidays)	8 SP of 10 weeks each	\$26,000	\$1,000	\$300	\$27,300
MSF30322 Certificate III in Cabinet Making and Timber Technology	119854K	62 weeks (including 7 weeks of holidays)	5 SP of 10 weeks each and 1 SP of 5 weeks	\$23,200	\$1,500	\$300	\$25,000
CPC30220 Certificate III in Carpentry	119855J	104 weeks (including 14 weeks of holidays)	6 SP of 13 weeks each and 1 SP of 12 weeks	\$19,200	\$1,500	\$300	\$21,000



CPC40120 Certificate IV in Building and Construction	119856H	40 weeks (including 4 weeks of holidays)	3 SP of 12 weeks each	\$13,200	\$1,500	\$300	\$15,000
CPC50220 Diploma of Building and Construction (Building)	119857G	58 weeks (including 10 weeks of holidays)	4 SP of 10 weeks each and 1 SP of 8 weeks	\$23,200	\$1,500	\$300	\$25,000

### Personal Protective Equipment (PPE) Requirements

For the **MSF30322 Certificate III in Cabinet Making and Timber Technology**, **CPC30220 Certificate III in Carpentry**, **CPC40120 Certificate IV in Building and Construction**, and **CPC50220 Diploma of Building and Construction (Building)**, HIC provides students with personal protective equipment (PPE) including protective glasses, protective gloves, earmuffs, and a hard hat. Students are required to purchase their own overalls and steel-toe safety shoes. The use of PPE is compulsory for all practical training activities, including workshop sessions and construction worksites where applicable. Students may arrange these items independently or purchase them directly from HIC's approved supplier.

- ⇒ The **Material Fee** of **AUD \$1,500 per course** covers printed reading materials, handouts, course textbooks, and PPE, excluding overalls and safety shoes.
- ⇒ The **Material Fee** of **AUD \$1,000** for all other qualifications delivered at HIC i.e., **BSB40920, BSB50820, BSB80120 and ICT60220**, will include printed reading materials, handouts and books only.

#### Delivery Mode:

- ⇒ **ICT60220**: Face-to-face theory learning in a classroom with access to ICT related equipment and resources.
- ⇒ **BSB40920, BSB50820 and BSB80120**: Face-to-face theory learning in a classroom with access to business related equipment and resources.
- ⇒ **MSF30322 and CPC30220**: Face-to-face theory learning in a classroom and practical training at HIC's Workshop
- ⇒ **CPC40120 and CPC50220**: Face-to-face theory learning in a classroom, with practical training at HIC's workshop. For units that require practical experience at a construction worksite, arrangements will be made by HIC. Further details regarding training schedules and locations will be provided by the trainer during the course.

#### Delivery Location

**Classroom:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD, 4122

**Workshop (MSF30322, CPC30220, CPC40120 and CPC50220):** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053.

Details of course information can also be found on HIC's website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) or can be made available at the reception. **Please Note:** Students are required to attend a minimum of 20 scheduled course contact hours per week.

Please refer to the Student Handbook or contact the institute at +61 488 491 703 for further information on any other fees & charges as applicable, such as the fee for change of classes between Timetables, course Leave applications & the course suspension /Deferment requests.



## Course Information

### BSB40920 Certificate IV in Project Management Practice

National Code: BSB40920

CRICOS Course Code: XXXXXX

Duration: 42 weeks (including 6 weeks holiday break)

Total Course fees: \$13,300

Tuition Fees: \$12,000

Material Fee: \$1,000

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom with access to business related equipment and resources.

**Delivery location:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD, 4122

### Course Description

This qualification reflects the role of individuals who apply project management skills and knowledge in a wide variety of contexts. The job roles that relate to this qualification may include Contracts Officer, Project Administrator and Quality Officer.

Individuals in these roles work autonomously, and might be members of a project team, with no direct responsibility for overall project outcomes. Primarily, these roles would support wider project operations. They may use project tools and methodologies selectively to support organisational or business activities

### Course Structure

In order to achieve qualification BSB40920 - Certificate IV in Project Management Practice, student must complete following 9 units of competencies.

- 3 core units, plus
- 6 elective units

Unit code	Unit of Competency	Core/ Elective
BSBPMG420	Apply project scope management techniques	Core
BSBPMG421	Apply project time management techniques	Core
BSBPMG422	Apply project quality management techniques	Core
BSBLDR413	Lead effective workplace relationships	Elective
BSBTWK503	Manage meetings	Elective
BSBTEC404	Use digital technologies to collaborate in a work environment	Elective



BSBPMG424	Apply project human resources management approaches	Elective
BSBPMG427	Apply project procurement procedures	Elective
BSBPMG426	Apply project risk management techniques	Elective

### Training and Assessment (720 hours)

The volume of learning for the qualification is 720 hours. This comprises of:

- Learning Hours - 452 hours
- Assessment Hours - 268 hours

This will be delivered over 42 weeks of course duration including 36 weeks delivery plus 6 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

### Assessment Methods

Role plays, Presentations, Case studies, Scenario, Project work, and knowledge questions.

### Pathways

#### Pathways from the qualification

Successful completion may enable the student to apply for BSB50820 - Diploma of Project Management

### Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project Administrator
- Administrative Officer
- Administrative Team Leader

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

### BSB50820 Diploma of Project Management

National Code: BSB50820

CRICOS Course Code: XXXXXX

Duration: 60 weeks (including 8 weeks holiday break)

Total Course fees: \$15,300

Tuition Fees: \$14,000

Material Fee: \$1,000

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom with access to business related equipment and resources.

**Delivery location:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt QLD, 4122



### Course Description

This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across a number of industry sectors. The job roles that relate to this qualification may include Project Manager and Project Team Leader.

Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

### Course Structure

In order to achieve qualification BSB50820 - Diploma of Project Management, student must complete following 12 units of competencies.

- 8 core units, plus
- 4 elective units

Unit code	Unit of Competency	Core/ Elective
BSBPMG530	Manage project scope	Core
BSBPMG531	Manage project time	Core
BSBPMG532	Manage project quality	Core
BSBPMG533	Manage project cost	Core
BSBPMG534	Manage project human resources	Core
BSBPMG535	Manage project information and communication	Core
BSBPMG536	Manage project risk	Core
BSBPMG540	Manage project integration	Core
BSBOPS501	Manage business resources	Elective
BSBPEF501	Manage personal and professional development	Elective
BSBTWK503	Manage meetings	Elective
BSBLDR523	Lead and manage effective workplace relationships	Elective

### Training and Assessment (1260 hours)

The volume of learning for the qualification is 1260 hours. This comprises of:

- Learning Hours- 668 hours
- Assessment Hours- 372 hours
- Self-Study – 220 hours

This will be delivered over 60 weeks of course duration including 52 weeks delivery plus 8 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.



### Assessment Methods

Role plays, Presentations, Case studies, Scenario, Project work, and knowledge questions

### Pathways

#### Pathways from the qualification

Pathways from the qualification- BSB60720 - Advanced Diploma of Program Management or Degree Level courses at other institutions or Advanced Diploma qualifications in Leadership and Management or Business.

### Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project manager (generic)
- Project manager (industry-specific)
- Project Contracts Manager
- Monitoring and Evaluation Manager

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

### BSB80120 Graduate Diploma of Management (Learning)

National Code: BSB80120

CRICOS Course Code: XXXXXX

Duration: 60 weeks (including 8 weeks holiday break)

Total Course fees: \$19,300

Tuition Fees: \$18,000

Material Fee: \$1,000

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom with access to business related equipment and resources.

**Delivery location:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt QLD, 4122

### Course Description

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others. This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.

### Course Structure

In order to achieve qualification BSB80120 - Graduate Diploma of Management (Learning), student must complete following 8 units of competencies.

- 3 core units, plus



- 5 elective units

Unit code	Unit of Competency	Core/ Elective
BSBHRM613	Contribute to the development of learning and development strategies	Core
BSBLDR811	Lead strategic transformation	Core
TAELED803	Implement improved learning practice	Core
BSBCRT611	Apply critical thinking for complex problem solving	Elective
BSBLDR601	Lead and manage organisational change	Elective
BSBLDR602	Provide leadership across the organisation	Elective
BSBOPS601	Develop and implement business plans	Elective
BSBSTR601	Manage innovation and continuous improvement	Elective

### Training and Assessment (1200 hours)

The volume of learning for the qualification is 1200 hours. This comprises of:

- Learning Hours- 760 hours
- Assessment Hours- 280 hours
- Self-Study- 160 hours

This will be delivered over 60 weeks of course duration including 52 weeks delivery plus 8 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

### Assessment Methods

Role plays, Presentations, Case studies, Project work, research reports and knowledge questions.

### Pathways

#### Pathways from the qualification

Successful completion may enable the student to apply for bachelor's or degree Level courses at other institutions.

**Please note:** HIC doesn't offer bachelor's or degree Level courses and neither guarantees any pathway into further studies.

### Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Learning and development consultant
- Manager/head of department, registered training organisation (RTO)
- Organisational Learning and Leadership Manager
- Operational manager
- Workforce capability development leader
- Workforce planner



- Educational professional working within an RTO

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

### **ICT60220 Advanced Diploma of Information Technology**

National Code: ICT60220

CRICOS Course Code: XXXXXX

Duration: 92 weeks (including 12 weeks holiday break)

Total Course fees: \$27,300

Tuition Fees: \$26,000

Material Fee: \$1,000

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom with access to ICT related equipment and resources.

**Delivery location:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt QLD, 4122

### **Course Description**

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have significant experience in specialist technical skills, or managerial business and people management skills.

Individuals in these roles carry out complex tasks in a specialist field, working independently, leading a team or a strategic direction of a business. They apply their skills across a wide range of industries and business functions, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- advanced data management information: creating, designing and monitoring complex systems that store data, and optimising organisational knowledge management
- cyber security: protecting sensitive data and information through security architecture, and developing disaster recovery and contingency plans
- full stack web development: building advanced user interfaces, developing representational state transfer application program interfaces (REST APIs) and designing user experience solutions
- further programming: applying advanced ICT languages to maintain security and manage data
- IT strategy and organisational development: managing and communicating strategic ICT business solutions
- systems development and analysis: modelling and testing data objects, data processes and preferred ICT system solutions
- telecommunications network engineering: managing logistics, organisational specifications, regulations and legislative requirements across network projects

### **Course Structure**

In order to achieve qualification ICT60220 Advanced Diploma of Information Technology, student must complete following 16 units of competencies.

- 6 core units, plus



- 10 elective units

Unit code	Unit of Competency	Core/ Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBTWK502	Manage team effectiveness	Core
BSBXCS402	Promote workplace cyber security awareness and best practices	Core
ICTICT608	Interact with clients on a business level	Core
ICTICT618	Manage IP, ethics and privacy in ICT environments	Core
ICTSAD609	Plan and monitor business analysis activities in an ICT environment	Core
ICTICT522	Evaluate vendor products and equipment	Elective
ICTCYS604	Implement best practices for identity management	Elective
ICTCYS606	Evaluate an organisation's compliance with cyber security standards and law	Elective
ICTCYS608	Perform cyber security risk assessments	Elective
ICTCYS612	Design and implement virtualised cyber security infrastructure for organisations	Elective
ICTNPL413	Evaluate networking regulations and legislation for the telecommunications industry	Elective
ICTNWK612	Plan and manage troubleshooting advanced integrated IP networks	Elective
ICTPMG613	Manage ICT project planning	Elective
ICTTEN615	Manage network traffic	Elective
ICTTEN622	Produce ICT network architecture designs	Elective

### Training and Assessment (1840 hours)

The volume of learning for the qualification is 1840 hours. This comprises of:

- Learning hours (1108 hours)
- Assessment hours (492 hours)
- Self- Study (240 hours)

This will be delivered over 92 weeks of course duration including 80 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.



## Assessment Methods

Role plays, Presentations, Case studies, Project work, research reports and knowledge questions.

## Pathways

### Pathways from the qualification

Successful completion may enable the student to apply for Graduate Certificate in Information Technology or Graduate Certificate in Telecommunications courses at other institutions or any other Degree programs in related fields such as telecommunications, optical fiber, networking, etc.

## Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Senior Network Engineer
- Cyber Security Specialist

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

## MSF30322 Certificate III in Cabinet Making and Timber Technology

National Code: MSF30322

CRICOS Course Code: XXXXXX

Duration: 62 weeks (including 7 weeks holiday break)

Total Course fees: \$25,000

Tuition Fees: \$23,200

Material Fee: \$1,500

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom and practical training at HIC's Workshop.

## Delivery location

**Classroom:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD, 4122

**Workshop:** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053

## Course Description

Workers with this qualification have tradesperson-level skills in the manufacture and/or installation of products, including furniture and cabinetry, made from timber and other materials.

They have core skills in tool use, measuring, drawing (including computer-aided design), interpreting work documentation, preparing cutting lists, communication, teamwork, and safe and environmentally sustainable work practices. They may have specialised skills in wood machining, cabinet and furniture making, kitchen and bathroom construction and installation, marine cabinetry, coopering or drafting.



Work is in a defined range of skilled operations, usually within a range of broader activities involving established routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures. Individuals collaborate with others to achieve quality outcomes and take responsibility for their own work. They may have some limited responsibility for the work of others. Kitchen and bathroom installers must be licensed in some states, and induction training is required for those working on construction sites.

### Course Structure

In order to achieve qualification MSF30322 Certificate III in Cabinet Making and Timber Technology, student must complete following 25 units of competencies.

- 8 core units, plus
- 17 elective units

Unit code	Unit of Competency	Core/ Elective	Pre- requisite
MSMENV272	Participate in environmentally sustainable work practices	Core	Nil
MSMSUP102	Communicate in the workplace	Core	Nil
MSMSUP106	Work in a team	Core	Nil
MSFFM2013	Use furniture making hand and power tools	Core	Nil
MSFGN2001	Make measurements and calculations	Core	Nil
MSFGN3005	Read and interpret work documents	Core	Nil
MSFFM3030	Produce manual and computer-aided production drawings	Core	Nil
MSFFM3031	Prepare cutting lists from design and production documentation	Core	Nil
MSFFM3029	Select timbers for furniture production	Elective- Group A	Nil
MSFFM2016	Join solid timber	Elective- Group A	Nil
MSFFM2017	Hand make timber joints	Elective- Group A	Nil
MSFFM2018	Operate basic static machines safely	Elective- Group A	Nil
MSFFM3041	Determine and document requirements for cabinetry installation	Elective- Group B	Nil
MSFFM3042	Fabricate cabinetry	Elective- Group B	Nil
CPCWHS1001	Prepare to work safely in the construction industry	Elective-	Nil



		Group H	
CPCCCA3014	Construct and install bulkheads	Elective-Group C	CPCCWHS2001
CPCSHP3005	Apply and trim decorative additions to shopfittings and components	Elective-Group C	Nil
CPCCPB3004	Fix wet area sheets	Elective-Group C	CPCCWHS2001
CPCCWC3004	Install suspended ceilings	Elective-Group C	CPCCWHS2001
MSFFF2012	Prepare surfaces for finishing	Elective-Group A	Nil
MSFCP2005	Use coopering sector hand and power tools	Elective-Group E	Nil
MSMOPS363	Organise on-site work	Elective-Group G	Nil
BSBOPS304	Deliver and monitor a service to customers	Elective-Group G	Nil
CPCCJN3003	Manufacture components for doors, windows and frames	Elective-Group G	CPCCWHS2001
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Elective-Group H	Nil

### Training and Assessment (1330 hours)

The volume of learning for the qualification is 1330 hours. This comprises of:

#### Amount of Training (628 hours)

- 304 hours of theory-based training
- 324 hours of practical training in workshop

#### Assessment (472 hours)

- 136 classroom assessment hours for knowledge and skills Assessment including time allocated for the knowledge test (short answer questions).
- 336 workshop assessment hours for practical training.

#### Self-Study (230 hours)

- 230 hours of Self-study

This will be delivered over 62 weeks of course duration including 55 weeks delivery plus 7 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.



### Assessment Methods

Practical demonstrations in the workshop, Role plays, Project, knowledge questions.

### Pathways

#### Pathways from the qualification

After successfully achieving this qualification, candidates may undertake MSF40222 - Certificate IV in Furniture Design and Manufacturing or any higher qualification that would suit learners' needs from the MSF Furnishing Training Package listed at <https://training.gov.au/training/details/MSF/summary>.

#### Employment Pathway:

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Cabinet Maker (Furniture)
- Furniture Finisher
- Furniture Maker
- Assistant installer (built-in cabinets for kitchens/bathrooms)

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

### CPC30220 Certificate III in Carpentry

National Code: CPC30220

CRICOS Course Code: XXXXXX

Duration: 104 weeks (including 14 weeks holiday break)

Total Course fees: \$21,000

Tuition Fees: \$19,200

Material Fee: \$1,500

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom and practical training at HIC's Workshop.

### Delivery location

**Classroom:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD, 4122

**Workshop:** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053

### Course Description

This is a trade qualification for carpenters in residential and commercial workplaces. It includes setting out, manufacturing, constructing, assembling, installing and repairing products made using timber and non-timber materials.

Completion of the general construction induction training program, specified in the Safe Work Australia model Code of Practice: Construction Work, is required by anyone carrying out construction work. Achievement of CPCWHS1001 Prepare to work safely in the construction industry meets this requirement.



### Course Structure

In order to achieve qualification CPC30220 Certificate III in Carpentry, student must complete following 34 units of competencies.

- 27 core units, plus
- 7 elective units

Unit code	Unit of Competency	Core/ Elective	Pre-requisite
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Core	Nil
CPCWHS3001	Identify construction work hazards and select risk control strategies	Core	Nil
CPCCOM1012	Work effectively and sustainably in the construction industry.	Core	Nil
CPCCCA2002*	Use carpentry tools and equipment	Core	CPCCWHS2001
CPCCCA2011*	Handle carpentry materials	Core	CPCCWHS2001
CPCCCA3025*	Read and interpret plans, specifications and drawings for carpentry work	Core	CPCCWHS2001
CPCCCM2012*	Work safely at heights	Core	CPCCWHS2001
CPCCOM1015	Carry out measurements and calculations	Core	Nil
CPCCOM3001	Perform construction calculations to determine carpentry material requirements	Core	Nil
CPCCCA3001*	Carry out general demolition of minor building structures	Core	CPCCWHS2001
CPCCCA3002*	Carry out setting out	Core	CPCCWHS2001
CPCCCO2013*	Carry out concreting to simple forms	Core	CPCCWHS2001
CPCCCM2006	Apply basic levelling procedures	Core	Nil
CPCCOM3006*	Carry out levelling operations	Core	Nil
CPCCCA3004*	Construct and erect wall frames	Core	CPCCWHS2001
CPCCCA3005*	Construct ceiling frames	Core	CPCCWHS2001
CPCCCA3007*	Construct pitched roofs	Core	CPCCWHS2001
CPCCCA3008*	Construct eaves	Core	CPCCWHS2001
CPCCCA3016*	Construct, assemble and install timber external stairs	Core	CPCCWHS2001



CPCCCA3006*	Erect roof trusses	Core	CPCCWHS2001
CPCCCA3028*	Erect and dismantle formwork for footings and slabs on ground	Core	CPCCWHS2001
CPCCCM2008*	Erect and dismantle restricted height scaffolding	Core	CPCCWHS2001
CPCCCA3003*	Install flooring systems	Core	CPCCWHS2001
CPCCCA3010*	Install windows and doors	Core	CPCCWHS2001
CPCCCA3017*	Install exterior cladding	Core	CPCCWHS2001
CPCCCA3024*	Install lining, panelling and moulding	Core	CPCCWHS2001
CPCCOM1014	Conduct workplace communication	Core	Nil
CPCCCA3011*	Refurbish timber sashes to window frames	Elective Group B	CPCCWHS2001
CPCCCM2002*	Carry out hand excavation	Elective Group A	CPCCWHS2001
CPCCCA3027*	Set up, operate and maintain indirect action powder-actuated power tools	Elective Group A	CPCCWHS2001
CPCCCA3009*	Construct advanced roofs	Elective Group A	CPCCWHS2001/ CPCCCA3007
CPCCCA3014*	Construct and install bulkheads	Elective Group A	CPCCWHS2001
CPCCSF2004*	Place and fix reinforcement materials	Elective Group A	CPCCWHS2001
CPCCOM1013	Plan and organise work	Elective Group B	Nil

### Training and Assessment (1800 hours)

The volume of learning for the qualification is 1800 hours. This comprises of:

#### Amount of Training (996 hours)

- 400 hours of theory-based training
- 596 hours of practical training in workshop

#### Assessment (804 hours)

- 152 classroom assessment hours for knowledge and skills Assessment including time allocated for the knowledge test (short answer questions).
- 652 workshop assessment hours for practical training

This will be delivered over 104 weeks of course duration including 90 weeks delivery plus 14 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.



### Assessment Methods

Practical demonstrations in the workshop, Role plays, Project, knowledge questions.

### Pathways

#### Pathways from the qualification

Pathways from the qualification- CPC40120 - Certificate IV in Building and Construction.

#### Employment Pathway:

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Carpenter – Commercial and Residential

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

### CPC40120 Certificate IV in Building and Construction

National Code: CPC40120

CRICOS Course Code: XXXXXX

Duration: 40 weeks (including 4 weeks holiday break)

Total Course fees: \$15,000

Tuition Fees: \$13,200

Material Fee: \$1,500

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom, with practical training at HIC's workshop. For units that require practical experience at a construction worksite, arrangements will be made by HIC. Further details regarding training schedules and locations will be provided by the trainer during the course.

### Delivery location

**Classroom:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD, 4122

**Workshop:** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053

### Course Description

This qualification reflects the role of builders, site managers and managers of small to medium-sized building businesses who apply knowledge of structural principles, codes, standards and legal requirements to Class 1 and 10, to a maximum of two storeys and Class 2 to 9 Type C constructions, and who plan and supervise safe building and construction work, prepare and administer contracts, and who apply quality principles to building and construction projects.

Building relates to construction and Site Management is about managing the factors around construction, such as the deployment of crews with specialised skills (including builders), product compliance, deployment of contract specialised skills, weather and site location.



Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of unit [CPCWHS1001 Prepare to work safely in the construction industry](#) meets this requirement.

### Course Structure

In order to achieve qualification CPC40120 Certificate IV in Building and Construction, student must complete following 19 units of competencies.

- 11 core units, plus
- 8 elective units

Unit code	Unit of Competency	Core/ Elective
BSBPMG422	Apply project quality management techniques	Elective Group A
CPCSUS4002	Use building science principles to construct energy efficient buildings	Elective Group A
BSBESB407	Manage finances for new business ventures	General Elective
CPCCBC4024	Resolve business disputes	General Elective
CPCCBC4003	Select, prepare and administer a construction contract	Elective Group A
CPCCBC4004	Identify and produce estimated costs for building and construction projects	Elective Group A
CPCCBC4005	Produce labour and material schedules for ordering	Elective Group A
CPCCBC4006	Select, procure and store construction materials for building and construction projects	Elective Group A
CPCCBC4001	Apply building codes and standards to the construction process for Class 1 and 10 Buildings	Core
CPCCBC4002	Manage work health and safety in the building and construction workplace	Core
CPCCBC4007	Plan building or construction work	Core
CPCCBC4008	Supervise site communication and administration processes for building and construction projects	Core
CPCCBC4009	Apply legal requirements to building and construction projects	Core
CPCCBC4010*	Apply structural principles to residential and commercial constructions	Core
CPCCBC4012	Read and interpret plans and specifications	Core
CPCCBC4014	Prepare simple building sketches and drawings	Core



CPCCB4018	Apply site surveys and set-out procedures to building and construction projects	Core
CPCCB4021	Minimise waste on the building and construction site	Core
CPCCB4053	Apply building codes and standards to the construction process for Class 2 to 9, Type C Buildings	Core

### **Training and Assessment (860 hours)**

The volume of learning for the qualification is 860 hours. This comprises of:

#### **Amount of Training (368 hours)**

- 304 hours of theory-based training
- 64 hours of practical training (worksite)

#### **Assessment (352 hours)**

- 288 classroom assessment hours for knowledge and skills Assessment including time allocated for the knowledge test (short answer questions).
- 64 assessment hours (worksite)

#### **Self-Study (140 hours)**

- 140 hours of Self-study

This will be delivered over 40 weeks of course duration including 36 weeks delivery plus 4 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

### **Assessment Methods**

Practical demonstrations in the workplace (worksite), Role plays, Project, case studies and knowledge questions..

### **Pathways**

#### **Pathways from the qualification**

Pathways from the qualification - CPC50220 Diploma of Building and Construction (Building).

#### **Employment Pathway:**

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Builder
- Site Manager
- Building Estimator
- Contract Administrator

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.



## CPC50220 Diploma of Building and Construction (Building)

National Code: CPC50220

CRICOS Course Code: XXXXXX

Duration: 58 weeks (including 10 weeks holiday break)

Total Course fees: \$25,000

Tuition Fees: \$23,200

Material Fee: \$1,500

Application Fee: \$300

**Mode of study:** Face-to-face theory learning in a classroom, with practical training at HIC's workshop. For units that require practical experience at a construction worksite, arrangements will be made by HIC. Further details regarding training schedules and locations will be provided by the trainer during the course.

### Delivery location

**Classroom:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD, 4122

**Workshop:** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053

### Course Description

This qualification reflects the role of building professionals who apply knowledge of structural principles, risk and financial management, estimating, preparing and administering building and construction contracts, selecting contractors, overseeing the work and its quality and managing construction work in building projects including residential and commercial with the following limitations:

- Residential construction limited to National Construction Code Class 1 and 10 buildings to a maximum of 3 storeys.
- Commercial construction limited to National Construction Code Class 2 to 9 buildings, Type C and B construction.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment. To achieve this qualification, the candidate must have access to a live building and construction workplace to meet the requirements detailed in the Assessment Requirements of core unit [CPCBC4008 Supervise communication and administration processes for building and construction projects](#).

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of unit [CPCWHS1001 Prepare to work safely in the construction industry](#) meets this requirement.

### Course Structure

In order to achieve qualification CPC50220 Diploma of Building and Construction (Building), student must complete following 27 units of competencies.

- 24 core units, plus
- 3 elective units

Unit code	Unit of Competency	Core/ Elective	Pre-requisites
BSBOPS504	Manage risk	Core	Nil
BSBWHS513	Lead WHS risk management	Core	Nil



CPCCBBC4001	Apply building codes and standards to the construction process for Class 1 and 10 buildings	Core	Nil
CPCCBBC4003	Select, prepare and administer a construction contract	Core	Nil
CPCCBBC4004	Identify and produce estimated costs for building and construction projects	Core	Nil
CPCCBBC4005	Produce labour and material schedules for ordering	Core	Nil
CPCCBBC4008	Supervise site communication and administration processes for building and construction projects	Core	Nil
CPCCBBC4053	Apply building codes and standards to the construction process for Class 2 to 9, Type C buildings	Core	Nil
CPCCBBC4009	Apply legal requirements to building and construction projects	Core	Nil
CPCCBBC4010*	Apply structural principles to residential and commercial constructions	Core	CPCCBBC4053 CPCCBBC4001
CPCCBBC4012	Read and interpret plans and specifications	Core	Nil
CPCCBBC4013	Prepare and evaluate tender documentation	Core	Nil
CPCCBBC4014	Prepare simple building sketches and drawings	Core	Nil
CPCCBBC4018	Apply site surveys and set-out procedures to building and construction projects	Core	Nil
CPCCBBC5001	Apply building codes and standards to the construction process for Type B construction	Core	Nil
CPCCBBC5002	Monitor costing systems on complex building and construction projects	Core	Nil
CPCCBBC5003	Supervise the planning of onsite building and construction work	Core	Nil
CPCCBBC5005	Select and manage building and construction contractors	Core	Nil
CPCCBBC5007	Administer the legal obligations of a building and construction contractor	Core	Nil
CPCCBBC5010	Manage construction work	Core	Nil
CPCCBBC5011	Manage environmental management practices and processes in building and construction	Core	Nil
CPCCBBC5013	Manage professional technical and legal reports on building and construction projects	Core	Nil
CPCCBBC5018*	Apply structural principles to the construction of buildings up to 3 storeys	Core	CPCCBBC4053 CPCCBBC5001



CPCBC5019	Manage building and construction business finances	Core	Nil
BSBPMG532	Manage project quality	Elective	Nil
CPCSUS5001	Develop workplace policies and procedures for sustainability	Elective	Nil
CPCBC4002	Manage work health and safety in the building and construction workplace	Elective	Nil

### Training and Assessment (1200 hours)

The volume of learning for the qualification is 1200 hours. This comprises of:

#### Amount of Training (476 hours)

- 396 hours of theory-based training
- 80 hours of practical training in different classes of buildings, construction worksites.

#### Assessment (484 hours)

- 404 classroom assessment hours for knowledge and skills Assessment including time allocated for the knowledge test (short answer questions) and classroom-based project work.
- 80 practical assessment hours conducted in different classes of buildings, construction worksites.

#### Self-Study (240 hours)

- 240 hours of Self-study

This will be delivered over 58 weeks of course duration including 48 weeks delivery plus 10 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

#### Assessment Methods

Practical demonstrations (construction worksites, relevant class of buildings), Role plays, Project, knowledge questions.

#### Pathways

##### Pathways from the qualification

Pathways from the qualification- candidates may undertake CPC60220 - Advanced Diploma of Building and Construction (Management) at other institutes as HIC does not offer CPC60220 - Advanced Diploma of Building and Construction.

#### Employment Pathway:

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project Builder.
- Contracts Administrator.
- Building/Construction Manager
- Registered Builder

However, above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and my skills <https://www.myskills.gov.au>, it doesn't imply any job guarantee or job role at the end of the course. Harmony International College (HIC) doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.



## Entry Requirements

All students are required to meet following requirements in order to be accepted into Harmony International College Pty Ltd courses.

### Enrolment Information

- A completed application form and signed agreement.
- Identification documents, one of which is a photo of the student, such as a driver's license or a passport.

### English Language Requirements for International Students:

International students applying for these courses either off-shore or on-shore will require:

- i) Either a minimum IELTS (General) test score of 6.0 in each component or equivalent for direct entry into a VET course.  
or IELTS score of 5.5 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course.  
or IELTS score of 5.0 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course.

Note: Results older than two years are not acceptable.

or Oxford Placement test with score 61 or higher.

Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 6.0. Students may refer to the IELTS Equivalent Requirements policy for further information available at reception or contact HIC.

#### OR

- ii) to provide evidence that applicant has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries; (i) Australia; (ii) Canada; (iii) New Zealand; (iv) South Africa; (v) the Republic of Ireland; (vi) the United Kingdom; (vii) the United States of America.

#### OR

- iii) to provide evidence that they are citizen of and hold a valid passport by one of the following countries - Canada, New Zealand, The Republic of Ireland, The United Kingdom of Great Britain and Northern Ireland, The United States of America.

#### OR

- iv) to provide evidence that, within two years of their signed written agreement date\*\*, they have successfully completed the requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English, or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English.

\*\* The date when HIC receives the signed written agreement (either through email or by hand).

### Test evidence table:

Column 1	Column 2	Column 3	Column 4
Test name	Minimum test score	Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS.	Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.
C1 Advanced	Overall band score: 161 Minimum scores no l Listening: 163   Reading: 163   Writing: 170   Speaking: 179	C1 Advanced cannot be combined with ELICOS	
CELP/IP General Canadian English	Score of 7 in each component.	Overall band score of 6.	Overall band score of 5.



Language Proficiency Index Program General (CELP/IP General)			
<b>IELTS Academic</b>	<b>Score of 6.0</b> in each component	Average band score of 5.5.	Average band score of 5.0.
<b>IELTS General Training</b>	<b>Score of 6.0</b> in each component	Average band score of 5.5.	Average band score of 5.0.
<b>LANGUAGECERT Academic</b>	Minimum scores – Listening: 57   Reading: 60   Writing: 64   Speaking: 70	Overall band score of 54.	Overall band score of 46.
<b>MET</b> Michigan English Test (MET)	Minimum scores – Listening: 56   Reading: 55   Writing: 57   Speaking: 48	Overall band score of 49.	Overall band score of 44.
<b>OET Occupational English Test (OET)</b>	Minimum scores – Listening: 290   Reading: 310   Writing: 290   Speaking: 330	Overall band score of 1090.	Overall band score of 1020.
<b>PTE Academic</b>	Minimum scores – Listening: 47   Reading: 48   Writing: 51   Speaking: 54	Overall band score of 39.	Overall band score of 31.
TOEFL iBT (From 26 July 2023 to 4 May 2024, the TOEFL iBT test was not approved for Australian visa purposes.)	Minimum scores – Listening: 16   Reading: 16   Writing: 19   Speaking: 19	Total band score of 51.	Total band score of 37.

\*The test must have been taken no more than two years before you apply to study at Harmony International College Pty Ltd.

### Important Note

- The above-mentioned English language scores are required for studying course at the Institute. Students are also advised to check the English test score requirements **separately** with the **Department of Home Affairs** or consult a **registered Migration Agent** for student visa purposes.
- Refer to: [Migration \(English Language Tests and Evidence Exemptions for Subclass 500 \(Student\) Visas\) Instrument 2025 – Federal Register of Legislation](#)
- For more information, visit the [Department of Home Affairs – English Language Visa Requirements](#) page.

Note: The Institute does not guarantee or imply that undertaking any course offered will result in a migration outcome. The Institute does not act on behalf of the student or intending student in securing any such outcome.

### Academic Requirement

**For CPC40120 Certificate IV in Building and Construction**, applicants should have successfully completed Certificate III in Carpentry or any other equivalent CPC course from Harmony International College or any other Institute.

**For CPC50220 Diploma of Building and Construction (Building)**, applicants should have successfully completed Certificate IV in Building and Construction from Harmony International College or any other Institute.



For **BSB80120 Graduate Diploma of Management (Learning)**, applicants should have completed at least AQF Diploma or Advanced Diploma qualification in Australia.

For all other qualifications delivered at HIC i.e., **BSB40920, BSB50820, ICT60220, MSF30320 and CPC30220**, applicants should have successfully completed year 12 or senior secondary studies in the applicant's home country equivalent to Australian senior secondary institute examination.

**OR**

For all the above-mentioned qualifications, mature age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learners will be assessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly if any RPL is granted.

The Institute has detailed guidelines and procedures when considering relevant qualifications and experience for mature age students. Please refer to the Guidelines for prior experience evidence and qualifications for entry requirements available at the institute. Students can email their request for this copy at [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au).

**Note:** Students enrolling in **CPC40120 Certificate IV in Building and Construction** and **CPC50220 Diploma of Building and Construction (Building)** must hold a current General Construction Induction Card (White Card), obtained through successful completion of CPCWHS1001. This is a mandatory requirement for entry to any construction site in Australia. Students who cannot provide evidence of a valid White Card will not be permitted to participate in any training or assessment activities conducted at a live construction worksite.

#### **Summary of students' cohort:**

Across all qualifications delivered by Harmony International College (HIC), the student cohort generally demonstrates the following characteristics:

- Predominantly 18–35 years of age
- Culturally and linguistically diverse, with many learners speaking a first language other than English
- Minimal or no prior industry experience in the relevant field
- Students from diverse ethnic and cultural backgrounds

**Note:** This cohort profile reflects the HIC's entry requirements. There are no specific entry requirements mandated for the qualifications delivered by Harmony International College (HIC), as per training.gov.au.

#### **Language, Literacy, Numeracy and Digital (LLND) Assessment**

All students applying to enrol in a course at Harmony International College Pty Ltd are required to complete a Language, Literacy, Numeracy, and Digital (LLND) assessment prior to enrolment. This assessment, mapped to the Australian Core Skills Framework (ACSF), helps determine whether the student possesses the core skills necessary to successfully undertake their chosen course. Sound LLND skills are essential, as students will be expected to complete course-related tasks such as calculations, written work, and the use of digital tools.

The results of the LLND assessment, combined with the outcomes of the Pre-Training Review (PTR) interview, assist the Institute in confirming whether a student is academically prepared to begin training. Where required, students may be identified as needing internal learning support or referred to external support programs, such as foundation skills or ELICOS courses. This process ensures each student is placed in a course that matches their abilities, receives the appropriate level of support, and is positioned for success in their learning journey.



Harmony International College Pty Ltd will conduct the LLND (Language, Literacy, Numeracy, and Digital skills) test prior to enrolment. Once a student expresses interest in enrolling in a course, the College will share the pathway to the relevant section of its website to provide all marketing materials. The student will receive an LLND test kit, Application Form and PTR Form via email. Additionally, a copy of the Student Handbook will be sent to ensure the student has all the necessary information before making an enrolment decision. Harmony International College Pty Ltd expects students to complete the LLND test honestly and independently.

During the Pre-Training Review (PTR) interview, students will be asked questions related to their LLND test responses to confirm that the test was completed honestly. If the LLND assessor or other appointed officer conducting the PTR interview suspects that the student did not complete the LLND test honestly or independently, the student will be required to retake the LLND test on campus by using an ACSF mapped online LLND assessment tool - LLND Robot - under the supervision of a qualified LLND assessor.

All students are required to undertake a language, literacy, Numeracy and Digital Literacy (LLND) test according to the following qualifications:

Qualification	Performance Level
BSB40920 Certificate IV in Project Management Practice	ACSF Level 3
BSB50820 Diploma of Project Management	ACSF Level 4
BSB80120 Graduate Diploma of Management (Learning)	ACSF Level 4
ICT60220 Advanced Diploma of Information Technology	ACSF Level 4
MSF30322 Certificate III in Cabinet Making and Timber Technology	ACSF Level 3
CPC30220 Certificate III in Carpentry	ACSF Level 3
CPC40120 Certificate IV in Building and Construction	ACSF Level 3
CPC50220 Diploma of Building and Construction (Building)	ACSF Level 4

### Assessment Outcome and Support

- Students are required to demonstrate the minimum Australian Core Skills Framework (ACSF) performance levels appropriate to the qualification.
- If a student does not meet the required level in up to two core skill areas, and the shortfall is no more than one level, targeted support (such as pre-training resources or reasonable adjustments) will be offered to help them engage with the course.
- If a student does not meet the required ACSF levels in more than two core skills or falls more than one level below the required standard, they may be referred to an alternative learning pathway, such as foundation skills training, before commencing this qualification.
- All students will receive individualised feedback on their assessment results and be informed of available support options to ensure equitable access to training and assessment.

\*LLND support- Where required, students will be offered reasonable adjustments in line with Harmony International College Pty Ltd.'s Access, Equity and Reasonable Adjustment Policy to ensure fair assessment opportunities. If students do not meet the recommended English and/or LLND requirements, students will be referred for additional support which will be provided by the institute with the ACSF Support Plan or students may also be asked to take further Language, literacy, numeracy and digital training, such as ELICOS programs at other institutes to ensure that students are provided with support and proper guidance. Please note that Harmony International College Pty Ltd does not deliver ELICOS courses.

**ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLND requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.



Support plan can be created in areas, namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
6. Digital Literacy

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact Harmony International College Pty Ltd to seek assistance or support in LLND. Refer to LLND policy for more details.

Students are requested to speak to the LLND Support officer or Administration Manager to discuss the support measures that they might need. Harmony International College Pty Ltd will provide support at no additional cost.

### **Computer Literacy Requirements**

All students enrolling in courses at HIC are expected to have basic computer and digital literacy skills. As part of the application process, students are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form, which includes questions related to their computer and internet using skills.

Digital literacy will be evaluated before enrolment to confirm that students can access and navigate online tools, upload materials, participate in webinars, and follow digital instructions. Students who are identified through the Pre-Training Review or LLND assessment as having limited digital literacy will be referred to the Student Support Officer for targeted assistance. HIC will provide basic computer skills support, including guidance on accessing the Learning Management System, using communication platforms, and completing digital learning tasks. To arrange digital support, students must meet with the Student Support Officer in person or contact us at +61 488 491 703.

### **Minimum age requirements**

Students must be above 18 years of age while filling up the application form.

### **Materials and Equipment Required**

Harmony International College Pty Ltd will provide access to computers with required resources including access to the internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS Office applications such as Microsoft Word, an email platform.

For the **ICT60220** qualification, learners must have access to a laptop or computer running Microsoft® Windows® 8.1 or Windows® 10 version 1809 or above, or Apple® macOS® Monterey (v12), Big Sur (v11), or Catalina (v10.15).

### **Bring your Own Device**

HIC provides laptops available for use during classroom hours. However, HIC promotes Bring Your Own Device (BYOD) which refers to students bringing their own personal learning devices such as laptops, tablets, or smartphones for use during classes and study sessions at HIC.



## Personal Protective Equipment (PPE) Requirements

For the **MSF30322 Certificate III in Cabinet Making and Timber Technology, CPC30220 Certificate III in Carpentry, CPC40120 Certificate IV in Building and Construction, and CPC50220 Diploma of Building and Construction (Building)**, HIC provides students with personal protective equipment (PPE) including protective glasses, protective gloves, earmuffs, and a hard hat. Students are required to purchase their own overalls and steel-toe safety shoes. The use of PPE is compulsory for all practical training activities, including workshop sessions and construction worksites where applicable. Students may arrange these items independently or purchase them directly from HIC's approved supplier.

The **Material Fee of AUD \$1,500 per course** covers printed reading materials, handouts, course textbooks, and PPE, excluding overalls and safety shoes.

The **Material Fee of AUD \$1,000** for all other qualifications delivered at HIC i.e., **BSB40920, BSB50820, BSB80120 and ICT60220**, will include printed reading materials, handouts and books only.

Please contact the institute for further enquiries on +61 488 491 703 or you can send us an email on [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au).

## Physical Requirements and Manual Handling

Learners are expected to have physical abilities and manual handling capacity for **MSF30322 Certificate III in Cabinet Making and Timber Technology, CPC30220 Certificate III in Carpentry, CPC40120 Certificate IV in Building and Construction and CPC50220 Diploma of Building and Construction (Building)**, as these qualifications lead to occupations that involve physically demanding tasks.

As part of **CPC30220 and MSF30322**, students are expected to have:

- Ability to be on their feet for extended periods, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to work in various environments (e.g., changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Ability to work at heights for CPC30220 (e.g., on ladders, elevated work platforms and scaffolding)
- Capacity to wear Personal Protective Equipment (PPE) (e.g., masks when painting, sanding, etc.)
- Fine motor skills, including the ability to undertake precisely coordinated movements of the hands (e.g., pushing, pressing, turning, pinching, squeezing, tensioning).
- Manual handling techniques (e.g., lifting, carrying, pulling, pushing etc.)
- Manually operate machinery and equipment (e.g., hand tools, portable electric tools)
- Good hand-eye coordination and manual dexterity to handle tools and materials accurately.
- Good spatial awareness and understanding of measurements, angles, and dimensions.
- Tolerance to dust, strong machinery noise, wooden particles, and chemicals

As part of **CPC40120**, students are expected to have:

- Stand and walk for extended periods, including bending and maintaining consistent physical performance throughout the day
- Work in various environments, including changing conditions (hot, cold, low light, indoors, and outdoors)
- Work at heights
- Wear Personal Protective Equipment (PPE) as required
- Tolerate exposure to dust, sand, and other environmental factors.

As part of **CPC50220**, following physical capabilities are considered:

- Site-based learning and assessments may involve extended periods of standing, walking, or working outdoors. Students should have the stamina to operate effectively in dynamic and physically active environments.



- Construction sites often involve uneven ground, obstacles, and elevation changes. Students must possess sufficient mobility to safely navigate these conditions, including climbing ladders or scaffolding where necessary.
- Understanding and interpreting construction drawings, spatial layouts, and site logistics demands spatial awareness. This includes recognising safe work zones, identifying potential hazards, and visualising structural relationships.
- Activities such as climbing scaffolds or using temporary work platforms may be required during site visits or practical assessments. A reasonable level of balance and comfort working at heights is recommended.
- Strict compliance with health and safety protocols is essential in all learning and site-based environments. Students must consistently demonstrate awareness of personal and team safety.
- Though not a labour-intensive course, students may occasionally be expected to assist with tasks involving lifting, carrying, or moving building materials and equipment. The ability to safely manage moderate physical loads is important.

In line with its access and equity policy, the institute will identify any such barriers presented by students during pre-training review before enrolment and will provide required support and reasonable adjustments where possible.

### **Administrative Process and Site Visit Arrangements**

As part of the workplace training component for **CPC40120** Certificate IV in Building and Construction and **CPC50220** Diploma of Building and Construction (Building), HIC will implement, document, and maintain clear administrative processes to support student participation in construction site visits and worksite-based training.

The following processes will apply:

- Students will be informed in advance of the specific days and weeks they are required to attend industry site visits and worksite-based training in accordance with the unit delivery schedule. A detailed timetable will be issued prior to commencement, clearly outlining attendance dates, times, and locations to ensure transparency, consistency, and audit compliance.
- Students will be advised of approved travel arrangements and the designated gathering point prior to commencement of activities. HIC will organise all site visits, and students will be required to report to the campus first before proceeding to the worksite as a supervised group.
- Students must carry a valid White Card at all times when attending the site. No site-based tasks will be undertaken without the presence of the designated worksite supervisor and the institute's trainer, ensuring appropriate supervision, safety, and compliance at all times.
- A designated worksite supervisor will be present on site at all times, including weekends where applicable. The institute's trainer will also monitor student attendance, participation, safety, and learning outcomes during site visits and workplace training activities.
- Students will be provided with a minimum of six (6) weeks' notice once the industry venue or worksite has been finalised, allowing sufficient time for preparation and planning. Weekly reminders will be issued through HIC's communication channels, and additional reminders will be provided during on-campus classes to ensure students remain informed and prepared.
- Maps of the worksite and a detailed schedule for workplace training or site visits will be provided to students at least three (3) weeks prior to commencement of the activity.
- The institute's trainer will be identified as the first point of contact for students requiring assistance, clarification, or support while attending the site.
- The worksite supervisor will be identified and available on site at all times to ensure ongoing supervision, WHS compliance, and operational guidance.

### **Pre-training Review**

All students are required to undertake pre-training review prior to enrolment. PTR aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills, support requirements and interview conducted by Harmony International College Pty Ltd.'s enrolment officer.

PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements, including their oral communication and digital skills, in order to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill up the PTR form along with the



application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

The pre-training review ensures that Harmony International College Pty Ltd:

- Understands the student's reasons for undertaking the course
- Ensures the suitability of the training to the students
- Understands the student's current competencies and therefore provides opportunities for these to be assessed
- Confirms if students had access to necessary pre-enrolment information for them to make informed decision and to ensure that students reasons for undertaking qualification with Harmony International College Pty Ltd align with their previous experience in a particular sector (if any), educational and career goal.
- Identifies possible recognition of prior learning (RPL) and/or credit transfer (CT), student's English level, oral communication skills, knowledge on language literacy numeracy and digital literacy skills.
- Check if the training and assessment strategies employed to deliver the course suit the student's needs, and
- Provides relevant support required for the student to succeed in the course.
- Identify and arrange any necessary academic, digital, language, or wellbeing support for student to succeed.

### 1. Training Support

- **Tailored internal support**, such as one-on-one academic assistance, supplementary tutorials, or access to assistive technologies, such as specialised tools, devices, software, or equipment designed to support students with disabilities, learning difficulties, or Language, Literacy, Numeracy, and Digital (Refer to the LLND section above for more information on assessment and available support) needs. These supports are provided to ensure all students can access and participate in training and assessment effectively and equitably, in line with Standard 2.4 of the RTO Standards 2025.
- **Reasonable adjustments**, in alignment with the Access, Equity and Reasonable Adjustment Policy and in accordance with SRTOs 2025 standard 2.4, the Institute provides reasonable adjustments to accommodate students with disabilities, medical conditions, or learning support needs without compromising the integrity or outcomes of the training product.

At the time of application and enrolment, students are informed of their right to voluntarily disclose any disability or condition that may affect their learning. They are also assured that any personal information collected for this purpose will be handled confidentially and in accordance with the Institute's privacy obligations. This information is used solely to identify and plan appropriate support strategies and adjustments.

Examples of reasonable adjustments that may be offered include:

- Flexible scheduling of course activities and assessments
- Additional time for completing assessments or opportunities to submit drafts for feedback
- Use of assistive technologies (e.g., screen readers, speech-to-text tools)
- Learning materials in alternative formats (e.g., audio, large print, simplified text)
- Customised delivery methods, activities, or presentation styles
- Choice of assessment format, where appropriate
- Physical modifications to the learning environment (e.g., accessible seating arrangements)

Harmony International College Pty Ltd has systems in place to work collaboratively with the student, trainers, assessors, and, if needed, external professionals to determine, implement, and monitor appropriate adjustments. All reasonable adjustments are documented and reviewed on a case-by-case basis. Where a proposed adjustment is found to be insufficient for enabling the student to meet the core requirements of the qualification or training product, the reasons are clearly documented and communicated to the student. In such cases, alternative pathways, including additional support or referrals, will be discussed to support the student's long-term learning goals.



- **Referral to external programs**, including accredited foundation skills courses or ELICOS programs for those who need further development in English language or core skills (Note: Harmony International College Pty Ltd does not deliver ELICOS courses).

## 2. Wellbeing Support

Learner wellbeing support includes services and strategies that address:

- Mental health and emotional wellbeing
- Stress, anxiety, or personal difficulties
- Work-life-study balance
- Bullying, harassment, or discrimination
- Adjustment to a new learning or cultural environment
- Referrals to external support services when required

### Harmony International College Pty Ltd must:

- clearly communicate the course structure, schedule, and assessment requirements to students. Assessments may include written assignments, projects, practical demonstrations, and workplace assessments, as applicable. Students will receive detailed assessment requirements at orientation and in their unit outlines.
- inform students of any licensing or occupational prerequisites relevant to their chosen course, as applicable.
- provide details about required materials, equipment, and IT resources.
- explain important administrative information, including withdrawal processes, refund policies, and USI (Unique Student Identifier) requirements.
- conduct a comprehensive Pre-Training Review (PTR) for all students, including assessments of Language, Literacy, Numeracy (LLND), and Digital Literacy skills, with appropriate support offered where needed.

### Guidelines for PTR

1. Students are required to fill up the PTR form (included in the Application form as Appendix 1) and submit it with the application form.
2. Students are required to read all the details of their course, policies and procedures of the Institute before filling up the answers and complete all the answers of the PTR form in a true and correct manner. Information can be made available from the Student Handbook as well as information available on HIC's website [www.hic.qld.edu.au](http://www.hic.qld.edu.au).
3. Enrolment officer will conduct PTR Interview via Telephonic Conversation or face-to-face.
  - PTR Interview conducted via Telephone-If PTR Interview is conducted via telephone, Enrolment officer or a representative will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained as evidence of student declaration in lieu of the student's physical signature, e.g., through E-mail, call notes, etc. Response of the discussion will be recorded by the Enrolment Officer or representative.
  - PTR Interview conducted Face to Face - During face-to-face PTR interview, Enrolment officer or a representative will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer or the representative.
4. During both Telephonic and/or Face-to-face PTR Interview, Enrolment officer or Representative will verify the answers provided by the student and check:
  - if the student is aware of the policies, procedures and other information necessary for the students.
  - if the student has received true and accurate information and if they are suitable to undertake the course/s.
5. Enrolment officer or Representative will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
6. If students have not received sufficient information, i.e., are not aware of the policies, procedures and other information necessary for students to make an enrolment decision to study at Harmony International College Pty Ltd, Enrolment Officer or Representative will provide necessary information to the student required to make enrolment decision.



7. *For example: If students have answered “No” or have not answered the questions in the PTR form, Enrolment Officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at Harmony International College Pty Ltd.*
8. While conducting PTR, Enrolment officer or Representative will take information from the Application form and Pre training review form to identify any support and needs required by the student, which includes (but is not limited to) disability support, RPL/CT, English language support, Digital literacy support, Wellbeing Support, etc.
9. At the final stage of the PTR, the Enrolment officer or Representative will fill up the pre-training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Through the Pre-Training Review (PTR) interview, Enrolment Officer will assess each prospective student’s awareness of course details, services offered by HIC, and other essential information needed to make informed enrolment decisions.

The Enrolment officer or representative will take holistic approach while assessing student’s answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals. If a student is found to lack any of this information during the PTR interview, it will be clearly communicated to them prior to enrolment. The purpose is to ensure Enrolment office have a thorough discussion with the student and will offer support or guidance if required.

### **Application Rejection**

Student’s Application will be rejected if:

- Student does not have appropriate work experience (if applicable), level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student’s educational goals, work/career goals and/or previous experience in that area (if any).
- Student does not meet the entry requirements specified for the course, including English requirements, academic requirements, age, and does not have the ability to undertake courses at Harmony International College Pty Ltd successfully.
- If a student fails to demonstrate the required ACSF performance level in more than two core skills during the Language, Literacy, Numeracy, and Digital (LLND) Skills Test or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application
- Student does not have appropriate listening and oral communication skills as interpreted during the PTR Interview.

Enrolment officer will inform the student before rejecting the application and discuss the reasons for rejection.

Students are encouraged to contact the Harmony International College Pty Ltd administration at +61 488 491 703 to ask any doubts they may have.

**Note:** HIC does not make any verbal or written guarantees that a student:

- will successfully complete a training product;
- guarantee a successful education assessment outcome for the student or intending student;
- can complete a training product in a manner which is inconsistent with any of the requirements set out in an instrument made under section 185 of the act, as in force from time to time; or
- will obtain a particular employment outcome, where obtaining such an employment outcome is not within the organisation’s control;
- claim to commit to secure for, or on the student or intending student’s behalf, a migration outcome from undertaking any course offered by the registered provider.



## Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

HIC offers RPL and credit transfer opportunities to students. If a student is granted RPL or course credit, HIC will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance and payment receipts for two years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course credit, which will reduce overseas student's length course,

- Students will be informed of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.
- Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted.
- Students are requested to refer to "Course Credit and RPL policy" for more details available on the website [www.hic.qld.edu.au](http://www.hic.qld.edu.au).

## Training and Assessment

Harmony International College Pty Ltd has training and assessment strategies and practices that align with Standards 1.1 to 1.4 of the Standards for RTOs 2025, ensuring that all current and prospective learners are trained and assessed in a manner that meets the requirements of the nationally endorsed training packages or accredited courses, and supports quality learning outcomes.

### Competency-Based Training and Assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments.

Knowledge test, Case studies/Scenario/Role play, Projects, Presentations, Practical demonstrations are adopted by HIC, and assessment practices aim to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

Those being assessed are often referred to as students or learners. In specific cases, where support needs or special circumstances are identified, such as language, literacy, numeracy, disability, or other barriers, reasonable adjustments may be made to the assessment process. This may include changes to assessment timing or method of evidence collection.

Note: While adjustments are made to ensure accessibility and fairness, the requirements of the training package, including performance and knowledge evidence, cannot be altered. Adjustments apply only to the way evidence is gathered, not to the standards or outcomes required.

HIC's trainers and assessors hold the required qualifications, maintain current industry knowledge, and engage in ongoing professional development to ensure training and assessment remains relevant and up to date (Standard 1.1)

For more details, please refer to the Assessment Policy available on Harmony International College Pty Ltd website or request a printed copy from the administration team at reception.

### Mode of Study and Delivery Approach

The courses at Harmony International College Pty Ltd will be delivered face to face in a classroom with a combination of interactive case studies and scenarios in the classroom with opportunities to participate in the practical application of skills and knowledge through practical industry-based simulated training activities and workshop classes participation for a minimum of 20 hours per week.



Harmony International College Pty Ltd uses a range of delivery approaches to ensure its courses are delivered at the highest standards. Course delivery approaches include Classroom lectures, Practical sessions involving small groups, individual and team activities and project use of simulated environment, assessment and project, case studies and presentations. During class time, Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### **Teacher-to-student ratio**

To ensure the quality delivery of training and assessment and the provision of adequate student support, HIC maintains a maximum trainer-to-student ratio of **1:18** for **BSB40920, BSB50820, BSB80120, and ICT60220** theory classes, and **1:18** for **MSF30322, CPC30220, CPC40120, and CPC50220** courses for both theory classes and practical workshop sessions.

Each session will be delivered through active participation between both the trainer and the students. Each session will allow enough time for the students to learn the topic, undertake practice opportunities for reinforcement, and complete/submit set tasks required for assessment purposes.

Industry consultations involving industry representatives have also been conducted to ensure students and teachers have access to well-researched and relevant information. Harmony International College Pty Ltd will continue to source and generate the highest quality of teaching resources and contextualise the resources to enable the best learning outcomes for students.

The instructional guides and assessment tools have been reviewed and contextualised to address all elements, performance criteria, skill and knowledge, critical aspects of evidence, dimensions of competency and employability skills for each unit of competency wherever applicable.

### **Course Assessment and Methods**

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All the trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment mean the students are well equipped for the employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

Note: Harmony International College Pty Ltd doesn't claim any job guarantees or employment with its programs/courses.

All of our assessments will lead to the issuing of either a Statement of Attainment or a qualification under the Australian Qualifications Framework (AQF), where a student is assessed as competent against nationally endorsed units of competency. In accordance with Standard 1.4 of the Standards for RTOs 2025, all assessments at HIC are designed and conducted in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency). For more information, refer to [www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/integrity-nationally-recognised-training-products](http://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/integrity-nationally-recognised-training-products).

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, case studies, projects, assignments, presentations, simulations, role plays, written tests, and exams.

All assessment tools are reviewed prior to use to ensure they are consistent with the Principles of Assessment and Rules of Evidence, as required under Standard 1.4 of the Standards for RTOs 2025. These reviews ensure assessments are fair, valid, reliable, and flexible, and that they accurately measure the required competencies.



The outcomes of these reviews are used to inform improvements or updates to assessment tools. This helps maintain assessment integrity, relevance, and alignment with current industry expectations and training package requirements.

## People

Assessment includes case studies, practical demonstration where the assessor and colleague students will play the role of customer and stakeholders. Students will be notified in advance of the time and form of assessment.

## Assessment evidence

All assessment evidence submitted by students for each unit of competency will be evaluated in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency). All assessment tasks will be marked and administered under Standard 1.4 of the 2025 Standards for RTOs, ensuring fair, appropriate, and accurate judgements of student competency. For more information, refer to the ASQA guidance at: [www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-assessment#std1.4](http://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-assessment#std1.4).

## Principles of Assessment

### i. Fairness:

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by HIC to consider the individual learner's needs. HIC will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

### ii. Flexibility:

Assessment is flexible to the individual learner by reflecting the learner's needs, assessing competencies held by the learner, no matter how and where they have been acquired, and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

### iii. Validity:

Any assessment decision of HIC is justified, based on the evidence of performance of the individual learner. Validity requires: Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance. Assessment of knowledge and skills is integrated with their practical application.

Assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations. Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

### iv. Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## Rules of Evidence

### a) Validity

Evidence, e.g., reports, answers, and assignments, are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.

### b) Sufficiency

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a learner's competence which means answers to assignments, questions, and reports should be elaborate and student should complete all tasks required by unit and assessment.

### c) Authenticity



The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.

d) Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. This means student must provide answers, report and assignments which reflect latest information, e.g., latest legislation, work processes, or software, etc.

To view the Assessment Policy and Procedure, please visit [www.hic.qld.edu.au](http://www.hic.qld.edu.au).

### Re-assessment

Learners unsuccessful at achieving competency in the first attempt will be given two further opportunities for re-assessment at a mutually agreed time and date (total 3 attempts, including original). If a learner fails the reassessment after three attempts, they will be advised to re-enrol in the unit.

Students will be given total 3 attempts, including 1 original plus 2 reassessments.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: \$300

If a student fails in the 3rd reassessment, then students will have to repeat the unit. Repeat unit fee- \$300.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

To view the Assessment Policy and Procedure, please visit [www.hic.qld.edu.au](http://www.hic.qld.edu.au).

### Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or Not Satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

### Assessment appeals

Students who are not satisfied with an assessment outcome have the right to appeal the decision. Initially, students are encouraged to resolve the matter informally by discussing their concerns with their Trainer or Student Support Officer/Administration Officer.

If the issue remains unresolved, students may escalate the appeal to the Administration Manager or CEO for further review. Should the student still be dissatisfied with the outcome, they may lodge a formal, written appeal requesting a review of the assessment decision. All appeals will be handled in a fair, objective, and timely manner. For full details on the process and timelines, please refer to the Assessment Policy and Complaints and Appeals Policy and Procedures.

### Qualifications to be issued.

Qualifications gained at Harmony International College Pty Ltd are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the



completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results, or transcript of results will only be issued once all outstanding fees have been paid in full. Harmony International College Pty Ltd will issue certification in a timely manner. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

For further information, please contact the Administration Department at Harmony International College Pty Ltd. You may also visit the Australian Skills Quality Authority (ASQA) website for detailed guidance on the issuance of vocational education and training (VET) qualifications: [www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/integrity-nationally-recognised-training-products#issue-vet-qual](http://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/integrity-nationally-recognised-training-products#issue-vet-qual).

### **Academic Misconduct**

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the student's level of competence. Plagiarism is unacceptable and each case of plagiarism shall be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). Student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such an act for a second time, they may be suspended or expelled from the course.
- All work submitted must be an accurate reflection of the student's level of competence. The evidence used to decide at Harmony International College Pty Ltd about competence will be valid, sufficient, authentic, and current.

For more information, please refer to the Plagiarism and Cheating Policy available on the Harmony International College Pty Ltd website or at the reception.

### **Plagiarism and Cheating**

Harmony International College Pty Ltd is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form are unacceptable and will be treated seriously by Harmony International College Pty Ltd. Students will be advised at the beginning of their course about the plagiarism policy and procedures, and the provisions of the Institute about cheating.

### **Plagiarism**

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference.
- other students' work is copied or partly copied.
- other people's designs, codes or images are presented as the student's own work.



- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together.

### **Collusion**

Collusion means unauthorised collaboration on assessable written, oral, or practical work with another person.

### **Cheating**

Cheating includes:

- Someone copying from others work.
- Someone pretending that it is their own work.

### **Consequences-Plagiarism and Cheating**

Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references, it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the institute's commitment to academic integrity. Penalties may include resubmitting assessment work, i.e., further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re-enrolled in the unit which will incur payment of \$300.
- Student's assessment will be deemed Not Yet Competent (NYC), and warning will be given. Student will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Administration Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Administration Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at Harmony International College Pty Ltd, and a further penalty may be imposed.
- If trainer and/or Administration Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at HIC, and a further penalty may be imposed. Kindly refer to the Plagiarism and Cheating policy available on Harmony International College Pty Ltd.'s website and/or at the reception for more details.



## Code of Conduct

Harmony International College Pty Ltd shall at all times act with integrity in dealings with all students, staff, and members of the community. Harmony International College Pty Ltd shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and the Standards for Registered Training Organisations 2025, the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Commonwealth/State Legislation, and regulatory requirements. Harmony International College Pty Ltd.'s obligations to the student, including that Harmony International College Pty Ltd is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

### Harmony International College Pty Ltd will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs.
- Accuracy in representing the services provided and training product on scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Work Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records. Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System.
- All employees, Education agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.

Harmony International College Pty Ltd shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct. All people involved at Harmony International College Pty Ltd must always show respect and courtesy to others. Every person at Harmony International College Pty Ltd has the same right to deliver or receive education in a safe, supportive environment.

### Student Code of Conduct

Each student of Harmony International College Pty Ltd must abide by the following:

- Students must wear clothes appropriate to the workshop, including PPE.
- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Always use English to improve your language skills.
- Do not smoke or carry/consume alcohol on the HIC property.
- Do not cheat on assessments, tests, and exams.
- Drugs are expressly forbidden from being brought into any of the HIC premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Do not discriminate against any person associated with Harmony International College Pty Ltd because of race, religion, creed, nationality, sex, or any other individual difference. Every person at HIC has the same rights as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit them.



## General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony, or other activity.
- Refuses to leave a property after being reasonably requested to do so.
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of Harmony International College Pty Ltd or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the HIC.
- Contravenes any rules or acts.
- Wilfully disobeys or disregards any lawful order or direction from HIC personnel.
- Refuses to identify him or herself when lawfully asked to do so by Harmony International College Pty Ltd staff
- Fails to comply with any penalty imposed for breach of discipline.
- Misbehaves in a class, meeting or other activity under the control or supervision of the HIC, or on Harmony International College Pty Ltd premises or other premises to which the student has access as a student of HIC.
- Fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of Harmony International College Pty Ltd or breaches any of HIC rules.
- Harasses or intimidates another student, a member of staff, a visitor to the HIC or any other person while the student is engaged in study or other activity as an Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the HIC premises while acting as Harmony International College Pty Ltd student, in a manner which is illegal or will be detrimental to the rights or property of others.
- A formal discipline / warning system exists, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- HIC will issue the student with a written warning before taking any actions.
- HIC will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending, or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend, or cancel their studies and have 20 working days to access Harmony International College Pty Ltd's complaints and appeals process prior to HIC taking action to suspend or cancel the student's enrolment.

## Credit Transfer

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

According to Standard 1.7 on the Standards for RTOs 2025, HIC demonstrates:

- a. VET students are offered opportunities to seek credit transfer and are made aware of the organisation's policies for seeking credit transfer.
- b. Decisions relating to credit transfer are based on evidence of prior completion of an equivalent training product demonstrated by AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements of the training product); and
- c. Decisions relating to credit transfer are documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

HIC ensures compliance with Standard 1.7 through the following procedures:

- All prospective and enrolled students are informed of the opportunity to apply for credit transfer (CT) at multiple stages, during course inquiries, enrolment, orientation, and via the Student Handbook and website.



- Students wishing to apply for CT must complete a Credit Transfer Application Form, listing previously completed units, date of completion, and issuing RTO.
- Students are required to provide AQF certification documentation (testamur and transcript), or an authenticated VET transcript from the USI portal. All documents will be verified with the issuing RTO or through the USI Registry system as applicable.
- Credit will only be granted where equivalence is confirmed through mapping of unit codes, titles, and content in line with the relevant training package. If equivalence is not established, students are informed of the outcome and offered alternative options such as Recognition of Prior Learning (RPL) to demonstrate competency.
- CT decisions are made by qualified staff, documented in the student management system, and recorded in the student's file.
- HIC ensures CT decisions are made in a manner that is fair, transparent, consistent, and do not compromise the integrity of the qualification or training product.
- If CT is granted:
  - Course duration is adjusted, and the student is issued a revised study plan and timetable
  - The Confirmation of Enrolment (CoE) is updated accordingly. Students are advised to contact the Department of Home Affairs for guidance on any potential impact to their visa, as HIC staff are not authorised to provide immigration advice.
  - Students are also advised to contact the Department of Home Affairs if their visa status may be affected, as HIC staff are not authorised to provide immigration advice.
  - Students must continue to meet full-time study requirements (20 hours per week), including participation in other scheduled activities such as practical sessions, independent learning, or industry placement
  - All decisions and communications regarding CT are retained in the student's file in accordance with regulatory and audit requirements.
- Where licensing or regulatory conditions apply to the training product, these requirements are carefully considered before granting any credit transfer. **Note-** While these conditions do not currently apply to HIC's existing scope of qualifications, this policy remains in place should such conditions become relevant in the future.
  - All Credit Transfer (CT) decisions are made in a transparent and consistent manner.
  - Decisions are based on verified equivalency of training products, documented and recorded within the Student Management System (SMS), and applied consistently across all applicants.
  - The process is conducted fairly and in a timely manner, ensuring the integrity of the training product is maintained at all times.

An application for credit transfer must be submitted in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) is available on our website or can be obtained from Harmony International College Pty Ltd reception.

**Please Note:** According to the Standards for RTOs 2025, when a student presents a superseded unit of competency for credit transfer, which is recognised as equivalent under the relevant training package, HIC may grant credit transfer without the need of mapping. However, as a best practice, especially where a unit has been superseded two or more times, HIC will conduct a mapping analysis to ensure the assessment and existing competencies remain current and valid.

### Recognition of Prior Learning (RPL)

In accordance with Standard 1.6 of the Standards for RTOs 2025, HIC offer all vocational education and training (VET) students the opportunity to apply for Recognition of Prior Learning (RPL). This process ensures that students are not required to repeat learning they have already achieved and allows for flexibility in acknowledging diverse educational and professional pathways.

According to Standard 1.6 on the Standards for RTOs 2025, HIC demonstrates:

- a. VET students are offered opportunities to seek recognition of prior learning and are made aware of the organisation's policies for seeking recognition of prior learning.



- b. Decisions relating to recognition of prior learning are based on evidence of prior skills, learning and experience, and are undertaken in accordance with the organisation's assessment system; and
- c. Decisions relating to recognition of prior learning are documented and decided in a way that is fair, transparent, consistent amongst vet students, and maintains the integrity of the training product

HIC's RPL processes are designed and implemented with the same rigour as all formal assessments. This includes ensuring:

- All evidence is mapped against current unit of competency criteria from the relevant training package.
- RPL outcomes maintain the quality and standards of nationally recognised training.
- Adherence to the Principles of Assessment and Rules of Evidence (as outlined in Standard 1.4) Fairness, Flexibility, Validity, Reliability, Authenticity, Currency and Sufficiency.

Students at Harmony International College Pty Ltd are informed of their right to apply for Recognition of Prior Learning (RPL) during the Pre-Training Review (PTR), through marketing materials such as the Student Handbook and HIC website. Additionally, the option for RPL is also discussed at the time of initial inquiry

To support students in understanding and navigating the RPL process, the Institute provides a clear explanation of how RPL works, along with access to the RPL Application Form and the RPL Kit. The RPL Kit outlines the required evidence, assessment steps, and expectations.

When a student indicates prior learning or work experience (if applicable) relevant to their course, the following steps are taken:

- Students with potential for RPL completes an RPL Application Form (available on HIC website [www.hic.qld.edu.au](http://www.hic.qld.edu.au)), detailing previous relevant experience, informal and formal learning, dates, and employers or institutions. Students are required to submit evidence such as employment records, formal qualifications, supervisor references, work samples, or testimonials. All submitted evidence must be current, authentic, valid, and sufficient to meet the requirements of the unit of competency.
- A qualified RPL assessor (meeting the requirements of **Standards 3.2 and 3.3**) conducts an RPL information session and initial interview to guide the student through the process.
- The assigned assessor reviews the submitted evidence against the relevant unit(s) of competency. If any gaps are identified, the student is informed and provided with a clear explanation of the gap, recommendations for gap training, details on how the training will be delivered, and information about any associated costs.
- RPL decisions are made in accordance with HIC's Assessment Policy and Procedures, ensuring that the integrity of the training product is maintained.
- All RPL outcomes (approved or declined) are clearly documented, with supporting evidence and assessor rationale, and stored in the student management system (SMS) and/or the student's file.
- Students are issued a revised study plan and timetable, ensuring pre-requisites are respected and a continuous learning pathway is maintained.
- Students are advised that RPL may reduce the overall course duration and that their Confirmation of Enrolment (CoE) will be adjusted accordingly, while ensuring full compliance with visa and course delivery requirements.
- Students are also advised to contact the Department of Home Affairs if their visa status may be affected, as HIC staff are not authorised to provide immigration advice.

Harmony International College Pty Ltd ensures that all staff involved in RPL processes understand that granting inappropriate or unsupported Recognition of Prior Learning (RPL) can compromise public safety, diminish industry confidence, and negatively impact the reputation of the VET sector.

Application form for RPL can be obtained from the website or from Harmony International College Pty Ltd reception. More information on RPL is available on HIC website [www.hic.qld.edu.au](http://www.hic.qld.edu.au). Students can also speak to HIC Staff for enquiries.



## Currency of Training

Harmony International College Pty Ltd implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. HIC ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

## Pathways to Higher Education

Graduates of HIC may seek credits to the relevant degree programs in Australian universities. The institute has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

## Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to the assessment process, resources, facilities, delivery style and structure of training sessions. HIC ensure students with disability or special learning needs have equitable access to training and assessment by offering reasonable adjustments aligned with the Standards for RTOs 2025 and Disability Standards for Education 2005.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the Institute and must be allowable within rules defined by the training package.'

In practice, this can translate into:

- adjusting equipment or the physical environment.
- providing specialised equipment.
- providing assistive technologies such as screen readers or adaptive keyboards.
- offering alternative formats for learning materials, for example, using black and white slides instead of colour, large print, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication, or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences.
- simplifying the design of job tasks

**Confidentiality:** Students are encouraged to disclose any disability or condition that may impact their learning experience. Information shared is treated confidentially and used solely to identify and implement appropriate support strategies and reasonable adjustments, in accordance with our Privacy Policy.

At HIC, we are committed to providing inclusive education. We work collaboratively with students, trainers, assessors, and support professionals to:

- Understand how a health condition, disability, or learning need may impact your training
- Develop and agree on reasonable adjustments that help you participate in training and assessment without compromising course competency standards
- Document all agreed adjustments, and review them regularly to ensure they remain effective

If a requested adjustment would compromise the integrity of the qualification or the competency requirements, we will explain this clearly and respectfully and document the reasons for the decision. Alternative support options will also be discussed. If you need learning support or wish to discuss possible adjustments, please contact the Student Support Officer early in your enrolment journey.



## Training Facilities & Resources

### Training Location

#### Harmony International College Pty Ltd

**Campus Address:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD 4122.

**Workshop (MSF30322, CPC30220, CPC40120 and CPC50220):** Brisbane Northwest Trade Training Centre - 754 Samford Road, Mitchelton, QLD 4053

**Tel:** +61 488 491 703

**E-mail:** [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au)

**Web:** [www.hic.qld.edu.au](http://www.hic.qld.edu.au)



#### How to reach Harmony International College Pty Ltd Campus/ Training Facility:

##### By Public Transport

##### Nearest Train Stations:

- Banoon railway station
- Altandi railway station
- Runcorn railway station

##### By Uber:

Uber services are available round the clock.

##### By Taxi:

TAXI services are available round the clock.

##### By Car:

If you are driving, you can use parking facilities available nearby campus.

## Services provided by Harmony International College Pty Ltd

### Modern Campus and Classroom Facility

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers from class
- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computers.
- Breakout Area
- Counselling Room
- Climate control Air Conditioning
- Kitchenette with tea and Coffee and microwaves

### Library and Computer Lab:

HIC provides access to comprehensive library and learning resources relevant to each unit of competency across trade, construction, business, and ICT qualifications. Resources include prescribed textbooks and reference materials, trade and construction manuals, cabinet making and woodworking guides, carpentry and building references, technical manuals, industry guidelines, building codes and standards, and software documentation.



Additional resources include Workplace Health and Safety (WHS) guidelines, Safe Work Australia documentation, manufacturer product and material datasheets (including timber, fasteners, adhesives, sealants, and finishes), and supplementary readings covering joinery techniques, furniture design, framing and roof construction, formwork, cost estimation, sustainable building practices, and industry regulations.

For business, project management, leadership, and ICT qualifications, resources include management and leadership textbooks, organisational capability and performance development references, project management guides, applied research and critical thinking frameworks, cybersecurity, networking, cloud computing, ICT project management materials, digital technology support resources, and professional practice literature. Supplementary materials include case studies on leadership, organisational transformation, innovation, continuous improvement, stakeholder engagement, and enterprise learning.

All resources are available at HIC's library and resource centre located at Campus 2F, Level 2, 57 Sanders Street, Upper Mount Gravatt QLD 4122. A detailed list of available resources and books is maintained and accessible at the HIC library.

### **Workplace Documentation and Learning Resources**

At HIC, students enrolled in **CPC30220 Certificate III in Carpentry**, **MSF30322 Certificate III in Cabinet Making and Timber Technology**, **CPC40120 Certificate IV in Building and Construction**, and **CPC50220 Diploma of Building and Construction (Building)** are provided with access to a comprehensive range of industry-relevant documentation, learning materials, and templates to support training and assessment activities.

Resources include job sheets, framing and set-out checklists, material and cutting lists, assembly and installation guides, machine operation checklists, workflow forms, site safety plans, cost estimation templates, project planning and scheduling tools, procurement and contract administration documents, site communication records, quality assurance frameworks, risk registers, and compliance checklists aligned with building codes and standards, including the National Construction Code (NCC).

Students also engage with organisational policies and procedures covering Workplace Health and Safety (WHS), manual handling, hazardous materials (such as treated timber, silica dust, and woodworking substances), machinery and scaffold safety, environmental protection and sustainability, waste minimisation, subcontractor and workforce management, financial control, recruitment and onboarding, and quality assurance requirements applicable to the carpentry, cabinet making, and construction industries.

These resources ensure learners develop the practical skills, applied knowledge, and regulatory awareness required to safely perform trade activities and to plan, supervise, and manage building and construction projects in accordance with industry and legislative requirements.

### **Class times and reception hours**

- Classes at HIC will be scheduled between 8:00 am - 09:00 pm from Monday to Sunday
- Reception will be open from 9:00 am - 5:00 pm from Monday to Friday
- Practical training is conducted at the workshop on Mondays, Tuesdays, and Wednesdays from 3:00 pm to 7:00 pm, and on Saturdays and Sundays from 9:00 am to 3:30 pm.

Student Support Officer will be available at the institute during scheduled classes to provide support to students. In addition, at least one Student Support Officer is available on weekends from 10:00 AM to 2:00 PM to provide guidance, welfare assistance, and academic support as needed.



Students will not be scheduled for more than 8 hours of class in a day. Classes will run in 4 hours sessions. Students are requested to call HIC to receive information on the class timetable and/or for any latest updates.

Note: Delivery schedule will change according to class availability and shifts

Students who require assistance can contact or make an appointment with the Student Support Officer at HIC via email, phone, or in person on campus. Student support services are always available to assist and guide students as needed.

### **Kitchen and Lunch Options**

Harmony International College Pty Ltd has a designated kitchen area where students can have lunch and drink tea/coffee.

### **Photocopying and Printing Facilities**

Printing and photocopy facilities are available for students. Students may request printing from reception.

### **Student Support Services**

All staff at Harmony International College Pty Ltd will be available to provide general advice, assistance, and support with matters such as studying, assessment, accommodation assistance, English language problems and counselling. Students requiring special or intensive assistance may contact a student support officer who may refer them to external support services if required. Harmony International College Pty Ltd will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

Harmony International College Pty Ltd will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Harmony International College Pty Ltd has documented processes that it implements for supporting these processes.

Student Support Officer has been appointed to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the HIC support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer

Email: [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au)

Contact: +61 488 491 703

All students who require support can contact Harmony International College Pty Ltd student support officer through email, phone or on campus. Student support services will be always available for students.

Harmony International College Pty Ltd has sufficient student support personnel to meet the needs of the overseas students enrolled with Harmony International College Pty Ltd. HIC will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of Harmony International College Pty Ltd Staff will execute the procedural aspects of the Support policy with specific matters dealt by specialised personnel.

Students can fill up a "Student Support Request Form" to mention the support they require in detail. This form is available on website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) and is also available on campus. Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

Harmony International College Pty Ltd will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:



**Student Support Request form:** Harmony International College Pty Ltd offers face-to-face and/or telephonic support to identify and address a range of needs a student might have, including counselling, LLND support, relationship issues, stress management, and coping strategies. The student support request form is available from HIC reception or website [www.hic.qld.edu.au](http://www.hic.qld.edu.au). Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. Harmony International College Pty Ltd understands the difficulty that students may have to face when they are away from their home. Therefore, Harmony International College Pty Ltd ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

**Academic Support-Intervention Strategy Form:** Students whose attendance is unsatisfactory (i.e., below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the given study period) will be called for Intervention meeting. During this meeting, tailored support and intervention strategies will be discussed and implemented to assist the student in meeting learning outcomes. For more details, refer to the Attendance and Course Progress Policy available at [www.hic.qld.edu.au](http://www.hic.qld.edu.au) or at the reception.

**The support staff and initial contact person on campus are:**

**Table 1: Support staff and initial contact person on campus**

Service	Responsibility	Phone no	Email
<b>Emergency Health, safety and security, critical incident, counselling support, accommodation support</b>	CEO	0488491703 (Office hours)  (In case of life-threatening emergency, CALL <b>000</b> )	<a href="mailto:info@harmonyinternationalcollege.com.au">info@harmonyinternationalcollege.com.au</a>
<b>Enrolment, IT Support</b> (including catch up classes, academic progress, attendance)/First Aid, Safety and Security, student's health, and safety	Administration Officer/Counselling support	0488491703	<a href="mailto:info@harmonyinternationalcollege.com.au">info@harmonyinternationalcollege.com.au</a>
<b>Student support matters</b> including results, IT Support, Complaints, and appeals	Administration Manager/ Complaints officer	0488491703	<a href="mailto:info@harmonyinternationalcollege.com.au">info@harmonyinternationalcollege.com.au</a>
<b>Complaints, Administration Matters</b> (including enrolment, orientation, deferral, results, Refunds)/LLN Support, Intervention, Accommodation Support	Administration Officer/Enrolment Officer	0488491703	<a href="mailto:info@harmonyinternationalcollege.com.au">info@harmonyinternationalcollege.com.au</a>
<b>Academic progress and academic support, Attendance</b>	Training Manager/Course Progress	0488491703	<a href="mailto:info@harmonyinternationalcollege.com.au">info@harmonyinternationalcollege.com.au</a>



<b>Marketing</b> , Airport pick up, accommodation Support, Orientation	Marketing Officer/Accommodation Support Officer	0488491703	<a href="mailto:info@harmonyinternationalcollege.com.au">info@harmonyinternationalcollege.com.au</a>
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## Orientation Sessions

Many students find life in Australia quite different from life in their home country, so Harmony International College Pty Ltd organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services. All students will go through an orientation program on the day of enrolment at Harmony International College Pty Ltd.

Harmony International College Pty Ltd conducts an age and culturally sensitive orientation programme delivered by an official point of contact personal i.e., Student Support Officer or representative. This orientation program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services are available to assist overseas students to adjust to study and life in Australia.

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy, Numeracy and Digital Literacy (LLND) support
- Any relevant legal services
- Emergency and health services
- HIC facilities and resources
- Complaints and appeals processes.
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.

Please refer to Harmony International College Pty Ltd Support and Welfare Policy for more details available on HIC website [www.hic.qld.edu.au](http://www.hic.qld.edu.au).

## Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

### Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically, and ethically.

For more information, refer to <https://www.fairwork.gov.au>.



## National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that must be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Offers and requests to convert from casual to permanent employment.
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement (the FWIS) and Casual Employment Information Statement (the CEIS)

For more information, refer to <https://www.fairwork.gov.au/employment-conditions/national-employment-standards#minimum-entitlements>

## Arrival Assistance

Harmony International College (HIC) can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. Visit <https://www.studymelbourne.vic.gov.au/> for more information.

Brisbane Airport is the primary international airport serving Brisbane and South East Queensland. Refer to [www.studyqueensland.qld.gov.au/study-in-queensland/vocational-education-and-training](http://www.studyqueensland.qld.gov.au/study-in-queensland/vocational-education-and-training) for more information.

Harmony International College (HIC) provides airport pick up on pre-arranged basis. Students are required to fill the Airport Pick up form available on Harmony International College (HIC)'s website or students can email their request for Airport pick up at [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au). Students are requested to contact Harmony International College (HIC) at 0488491703 in advance, preferably, within 5 working days to avoid any inconvenience.

Airport pick up fees: AU\$100.

There is also a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g., UBER, Sky Bus, and taxi services.

## Accommodation Assistance

Harmony International College Pty Ltd does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.



## Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress and attendance is monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period defined in the training and assessment strategy for the course. Students will be reported to the Department of Home Affairs (DHA) if student shows unsatisfactory course progress in two consecutive study periods.

A student can discuss any academic or other related issues to study at Harmony International College Pty Ltd at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We, at Harmony International College Pty Ltd, carefully monitor course progress to ensure students do not fall behind course requirements, because we want our students to succeed.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies can be based on:

- Reduced Study Load
- English language Support
- LLND and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Re-assessment
- Counselling, Mentoring
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE

## English Language Support and LLND Support

If students do not meet the recommended English and LLND requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, Literacy, Numeracy and Digital training, such as ELICOS programs (Harmony International College Pty Ltd does not offer ELICOS courses). HIC will provide support and guidance to students who are facing difficulty in English or LLND. Students are requested to meet Student Support Officer to seek guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning.

HIC has an appointed LLND support officer to provide LLND Support to students. Support services are offered to all students. If a Trainer and Assessor identifies students with LLND difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist students with their learning. Additional support will be provided by the institute with ACSF Support plan.



Students are requested to speak to LLND Support officer or Administration Manager to discuss about the support measures that they might need. HIC will provide support with no additional cost. The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy. Additional support will be provided by the institute with ACSF Support plan. Refer to LLND policy or Student Support, Welfare and Wellbeing Policy for more details.

### **Outcome of LLND assessment**

The outcome of the LLND assessment will allow targeted solutions to be developed and implemented. Students identified as at Risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans.

### **Student Support and Wellbeing**

Harmony International College Pty Ltd provides a safe, inclusive, and supportive environment for all students. In line with Standard 2.6 of the Standards for RTOs 2025, HIC actively promotes student wellbeing and success throughout the learning journey. HIC offers a range of support services to help students manage the physical, emotional, and academic demands of their course, including:

- **Academic Support:** Trainers and assessors are available to provide additional guidance, mentoring, and tailored learning assistance. Support includes help with time management, coping with assessment-related stress, and study skills development.
- **Mental Health and Wellbeing:** Students have access to in-house wellbeing support. Where appropriate, referrals can be made to external mental health professionals or community-based counselling services.
- **Support for Students with Disability:** HIC provides reasonable adjustments to support learners with disability or additional needs, ensuring they have equitable access to training and assessment. Students are encouraged to confidentially disclose any needs at enrolment or any time during the course, and support will be tailored accordingly.

**Cultural Safety and Inclusion:** At HIC, we are committed to providing all students with a safe, inclusive, and respectful learning environment where every individual feels valued, heard, and supported. Discrimination, bullying, and harassment of any kind are not tolerated at HIC. We encourage students to speak up and seek help if they ever feel unsafe, excluded, or treated unfairly.

HIC recognises and respects the unique cultures, histories, and contributions of Aboriginal and Torres Strait Islander peoples. We are dedicated to creating a culturally safe and inclusive space for First Nations students by:

- Promoting cultural awareness and respect across our campus.
- Ensuring learning and assessment practices are inclusive and culturally sensitive.
- Providing tailored support and guidance that meets the needs of Aboriginal and Torres Strait Islander learners.

Our trainers and staff receive ongoing training in inclusive practices, unconscious bias, and cultural awareness to better support all learners. If you ever need support whether academic, personal, cultural, or emotional, please contact our Student Support Services or speak with any member of our staff. We are here to support your success and wellbeing.

- **Financial and Social Wellbeing:** Students may be directed to financial support services or referred to relevant agencies to assist with cost-of-living pressures or other personal concerns.
- **Support for Safety and Crisis Situations:** If students are experiencing abuse, harassment, domestic or family violence, we can confidentially connect them with local specialist services and provide appropriate internal support and referrals.
- **Orientation and Ongoing Communication:** Information about wellbeing and support services is provided at orientation and communicated throughout your course.



- **Confidentiality:** All personal information shared regarding wellbeing or support needs is treated as strictly confidential. Any disclosures will be used solely to support your success and wellbeing, in accordance with HIC's privacy and data protection policies.

All HIC trainers, assessors and student support staffs are:

- Trained to recognise signs of distress or disengagement.
- Equipped to offer initial support and guide students to appropriate services.
- Supported through internal protocols to ensure consistent application of HIC's wellbeing strategies.

Harmony International College Pty Ltd continuously reviews and enhances its wellbeing support strategies by regularly collecting and analysing student feedback on the support services provided.

If the student experiences any challenges, academic or personal, they are encouraged to speak with our Student Support Officer, Trainer, or Administration Team. For detailed information, please refer to Student Support, Welfare and Wellbeing Policy available at our website [www.hic.qld.edu.au](http://www.hic.qld.edu.au).

### Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our staff members offer a confidential support by listening to the issues faced by the student and provide reference for the counselling to external agencies, as HIC student support officers are not qualified counsellors. All students in the need of counselling assistance should contact the student support officer so that Student support officer can discuss the matter and arrange appropriate counselling service for the student. Harmony International College Pty Ltd doesn't charge any fee for referral however counselling agency may charge the fee for the service. Fee and service information can be obtained from the service prior to the booking.

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

### Medical Centres near the campus:

- *Archer Medical Centre*
- *Contact no: +61 7 3567 9849*
- *Address: 1888 Logan Rd, Upper Mount Gravatt QLD 4122, Australia*
- *Website: <https://www.healthdirect.gov.au/australian-health-services/healthcare-service>*



- *Myhealth Garden City*
  - Contact no: +61 7 3349 4504
  - Address: Kessels Rd, Upper Mount Gravatt QLD 4122, Australia
  - Website: <https://myhealth.net.au/clinics/garden-city>
- *Complete Care Doctors*
  - Contact: +61 7 3188 9005
  - Address: Mt Gravatt Plaza, Shop 111, 55 Creek Rd, Mount Gravatt QLD 4122, Australia
  - Website: <https://www.completecaredoctors.com>

Free Australian 24-hour health advice you can count on 1800 022 222

After Hours Care is provided through National Home Doctor Service- Phone number: 13 74 25.

Students will be provided with counselling on matters such as:

- academic and future progress advice
- welfare matters

These services will be available and accessible by all students at suitable times.

**Please Note:** Referral to medical services available or external counsellors will be provided free of cost by the institute. However, fees of medical practitioners and/or counsellor will be borne by the students.

Harmony International College Pty Ltd offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Harmony International College Pty Ltd will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible.

#### **Free counselling services for international students:**

BeyondBlue offers free 24/7 online and telephone counselling services, providing mental health support for issues such as anxiety, depression, and stress. These services are especially beneficial for students across Australia, who often face unique challenges related to academic pressures, transitions, and personal concerns. Beyond Blue provides a range of free resources tailored to support students, helping them navigate mental health difficulties and maintain their wellbeing.

Lifeline is a national charity in Australia that provides 24/7 crisis support and suicide prevention services to individuals experiencing emotional distress. Lifeline offers confidential, free support through phone, text, and online chat, aiming to provide immediate help to those in need. Their services are particularly focused on preventing suicide, offering guidance, and providing emotional support to students facing mental health challenges.

Please refer to the Student Support, Welfare and Wellbeing Policy on our website for additional details.

#### **Disability Support (SRT0 2025 std 2.4)**

Harmony International College Pty Ltd has an inclusive and supportive learning environment that supports equal access for all students, including those with disability. In accordance with the Standards for RTOs 2025, the Disability Discrimination Act 1992, and the Disability Standards for Education 2005, HIC ensures that learners with disability are given the same opportunities to participate, learn, and succeed as any other student.



Harmony International College Pty Ltd will not:

- Refuse admission on the basis of disability.
- Offer less favourable enrolment conditions (e.g., higher fees or limited access to support).
- Restrict participation in training or related activities (e.g., access to facilities, excursions, or learning resources).

Reasonable Adjustments Include:

- Modified learning materials (e.g., large print, audio, or easy-read versions), assistive technologies (e.g., screen readers, text-to-speech software, adapted keyboards), flexible delivery modes, or adjusted assessment conditions.
- Physical changes to the learning environment (e.g., accessible seating or ramps)
- Customised resources or content delivery (e.g., visual aids, simplified instructions)
- Extended assessment time or alternative assessment formats (e.g., one-on-one demonstration)
- Adjustments are developed in consultation with the student, considering individual needs and the training package requirements.
- All adjustments are applied to the extent practicable and without reducing the competency standards required by the training package.

At Harmony International College Pty Ltd, your privacy is respected at all times. Any personal information you share in relation to a disability, medical condition, or learning need is handled confidentially and used only to arrange appropriate support and adjustments.

Reasonable adjustments are reviewed regularly to ensure they remain effective and suitable throughout your enrolment. Students who require disability support are encouraged to speak confidentially with the Student Support Officer or contact the administration team at the time of enrolment, or as soon as a need arises. Early disclosure allows us to provide timely support.

If you're unsure whether you require adjustments, we welcome an open conversation to explore available options together.

### **Student Welfare Services**

Harmony International College Pty Ltd's CEO and Student Support Officer will provide basic counselling services to all students. These services will assist students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare-related services such as;

- **Legal Services** – Harmony International College Pty Ltd can refer the student who requires legal advice to Legal Aid Queensland (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all the international students from the point of application to the completion of their course. Harmony International College Pty Ltd will provide up to date information on accommodation options and/or accommodation providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students will be advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform HIC as soon as appropriate.
- **Facilities and Resources** – At orientation, students will be given a guided tour of the campus and all HIC facilities. At this time, they will be explained all available resources.



- **Complaints and appeals processes** – Complaints and appeals policy and procedures are available in detail on the website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) and can be made available from reception.

Students will be advised of their visa conditions relating to the course progress and or attendance as appropriate during the orientation so that students can continue to meet their visa conditions.

**At Harmony International College Pty Ltd, Intervention strategies** are applied for students who are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

Harmony International College Pty Ltd can also refer students to external counselling services for various issues if necessary, however, each issue is dealt on a case-by-case basis. There is no fee attached to seek advice on welfare support and referral service.

**Reception:** Our reception is open to assist students from 9:00 am - 5:00 pm from Monday to Friday.

### Access and Equity

Harmony International College Pty Ltd.'s Code of Practice includes an Access, Equity and Reasonable Adjustment policy. It is the responsibility of all HIC staff to ensure the requirements of the Access, Equity and Reasonable Adjustment policy are always met. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

- Training services are delivered in a non-discriminatory, open, and respectful manner.
- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of the policy and welcomes feedback as part of its quality improvement system.

HIC recognises that inclusive and equitable training environments support better learner outcomes and is committed to identifying and removing barriers to participation. Students are encouraged to confidentially disclose any access needs or required adjustments to ensure appropriate support is in place, without compromising training or assessment standards.

HIC upholds the principles of Access and Equity and complies with the Anti-Discrimination Act 1991 (Qld) and the Disability Discrimination Act 1992 (Cth). Complaints relating to discrimination may be made to the Queensland Human Rights Commission. Consumer-related matters may be addressed through the Office of Fair Trading Queensland.

Any issues or questions raised regarding access and equity can be directed to the Administration Manager. Staff and students are required to always comply with the Access and Equity Requirements.

If students have any suggestions as to how HIC can improve performance with respect to access and equity, or if students would like further information on anything included in the policy, please contact the Administration Manager or refer to the policy available at Harmony International College Pty Ltd website [www.hic.qld.edu.au](http://www.hic.qld.edu.au).



## Students with special needs

Harmony International College Pty Ltd is committed to providing inclusive, equitable training and assessment practices that support all learners to achieve successful outcomes. In accordance with the Standards for RTOs 2025, HIC will apply reasonable adjustments where required to support students with disability, learning difficulties, or other identified support needs, without compromising the integrity of the unit or qualification outcomes.

All students are provided an opportunity to disclose their learning or support needs during the enrolment and orientation process or at any time throughout the course. This information is handled confidentially, and adjustments are made in collaboration with the student to ensure learning and assessment are accessible, while maintaining the competency standards outlined in the relevant training package.

Reasonable adjustments may include:

- Modified assessment methods (e.g., verbal responses instead of written)
- Adaptive technology
- Additional learning support or time
- Changes to physical environment or delivery methods

Adjustments will not provide an unfair advantage or reduce the competency requirements of the course. For courses that require specific physical competencies (e.g., manual handling or safety standards), reasonable adjustments will be applied only where they do not impact the regulatory or licensing requirements.

As part of the support process:

- All students will undertake a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment prior to enrolment to help identify any additional support needs.
- Outcomes of LLND assessments or other support disclosures will inform the development of individual support strategies.
- Any agreed adjustments will be documented in the student's file and monitored throughout the course.

HIC upholds the principles of Access and Equity and complies with the Anti-Discrimination Act 1991 (Qld) and the Disability Discrimination Act 1992 (Cth). Complaints relating to discrimination may be made to the Queensland Human Rights Commission. Consumer-related matters may be addressed through the Office of Fair Trading Queensland. Staff are trained to ensure that support is provided respectfully, fairly, and in alignment with relevant legislation and the RTO Standards 2025.

For further information or to discuss support options, students are encouraged to contact the Administration Manager or refer to the Access, Equity and Reasonable Adjustment Policy available on the HIC website or at reception.

## Critical Incidents

As per standard 6.8 of the National Code 2018, Harmony International College Pty Ltd has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. Critical incidents that may cause physical or psychological harm could include events such as:

- Missing students
- Severe verbal or psychological aggression



- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is HIC's intention to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

**Critical incident officer:** Satinder Kaur Bhinder

**Phone no:** +61 488 491 703

**By email:** [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au)

**Please call national emergency number- 000**

When you call **Triple Zero (000)**, automated system will ask if you want **Police, Fire or Ambulance**. You need to select according to the emergency situation.

**Stay calm, don't shout, speak slowly and clearly, and tell emergency service exactly where to come.**

If you are on campus- Give an address or location of 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD 4122. You can also contact our student support officer for critical incidents on +61 488 491 703 or email to [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au). For detailed information, students can refer to Critical Incident Policy available on the website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) and can also be made available from HIC's reception.

## Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132500 (For emergency help in flood, storm, and tsunami), <a href="https://www.ses.vic.gov.au">https://www.ses.vic.gov.au</a>
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport & timetables	<a href="https://www.ptv.vic.gov.au/journey">https://www.ptv.vic.gov.au/journey</a>
Dentists: Dental Hospital Service [Emergency Only]	9341 1040



Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Health Direct Australia	1800 022 222

### Consumer Rights

Harmony International College Pty Ltd will notify learners when any change occurs that may affect the services Harmony International College Pty Ltd is providing to students. This includes a change in ownership of the institute, and/or any changes to, or new third-party arrangements if institute decides to put in place, for the delivery of services to those learners.

### Support Staff

Harmony International College Pty Ltd has designated student support officers to help students with special needs and will refer or provide information to students to qualified counselling services. This will be done at no cost to student.

### Student support officer

Harmony International College Pty Ltd student support officer handles all support related queries including admissions, enrolment, complaints, and appeals, LLND support, special needs, and assistance. Student support officer will be on campus during office hours. Please contact student support on +61 488 491 703 / [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au) for support and appointments.

### Academic support/trainer

For all academic progress support matters, Harmony International College Pty Ltd's student support will arrange the appointment with our trainer and assessor. Trainer and assessor can assist you with LLND difficulties, academic support, assessment information, additional tutorial, or any other academic needs.

In order to provide quality support services to its students, Harmony International College Pty Ltd will maintain a Support staff to student ratio of 1 Support staff: 80 students.

### Student Support Officer

Contact: +61 488 491 703

Email: [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au)

### Appointments and accessing these services.

Student may contact the Student Support Officer by email at [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au), or they can make an appointment through reception.

### External Support Services

1	Fair Trading Queensland (Consumer Affairs) Phone: 13 QGOV (13 74 68) for general enquiries, feedback, and complaints. <a href="https://www.qld.gov.au/law/fair-trading">https://www.qld.gov.au/law/fair-trading</a> <a href="https://www.qld.gov.au/education">https://www.qld.gov.au/education</a>
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2	<b>Alcohol and Drugs</b> Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Region. <a href="https://www.each.com.au/service/drug-and-alcohol-counselling">https://www.each.com.au/service/drug-and-alcohol-counselling</a> Ph: 1300 00 3224
3	<b>Legal Aid Queensland</b> <a href="https://www.legalaid.qld.gov.au/Home">https://www.legalaid.qld.gov.au/Home</a> <a href="https://www.legalaid.qld.gov.au/About-us/Contact-us">https://www.legalaid.qld.gov.au/About-us/Contact-us</a>
4	<b>Work Rights</b> Fair Work Ombudsman Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand <b>Website:</b> <a href="https://www.fairwork.gov.au">https://www.fairwork.gov.au</a>
5	<b>Reach Out</b> Website designed for young people. Information and resources to assist with self- help or help for others. <a href="http://au.reachout.com">http://au.reachout.com</a>
6.	<b>Mental Health Support</b> <a href="https://www.studyqueensland.qld.gov.au/live/safety-and-support/mental-health">https://www.studyqueensland.qld.gov.au/live/safety-and-support/mental-health</a>

## External Support Services

**Fire, ambulance, police (life-threatening emergencies): Ring 000**

**Hospitals and Medical Issues:** <https://www.health.qld.gov.au/services>

**Refer to [www.yellowpages.com.au](http://www.yellowpages.com.au) for services near you.**

The National Translating and Interpreting Service: 131 450

Lifeline 24-hour Counselling Services: 131 114

**Solicitors/ Lawyer:**

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Queensland Legal Aid: <https://www.legalaid.qld.gov.au/Home>





Study in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### Places of Worship

Churches: [www.australianchurches.net](http://www.australianchurches.net)

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: [www.hinducouncil.com.au](http://www.hinducouncil.com.au)

Sikh Temple: <http://www.sikhyouthaustralia.com/>

### Other Support Services

The following support services are free. They can provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- Domestic Violence Resource Centre Queensland: 1800 811 811
- Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- The Gambling Help Line: 1800 858 858

### Our Obligation to You

Harmony International College Pty Ltd is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2025, and for the issuance of the AQF certification documentation. This means that the institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

This means that the Institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

### Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. Harmony International College Pty Ltd will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

HIC will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply at the institute for a release. There is no cost attached to apply for a release; however, students will be required to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed based on Harmony International College Pty Ltd Policy, conditions of Enrolment, Fee Payment and Refund Policy, study plan and declaration submitted by the student in their application. Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the HIC transfer between provider's policy for more details on conditions where transfer may or may not be provided.



## Deferral, Suspension and Cancellation

Students may request to defer the commencement of their studies or suspend their enrolment during their course on the grounds of compassionate or compelling circumstances. Such requests must be submitted in writing, accompanied by supporting documentary evidence.

Examples of compassionate or compelling circumstances include:

- Serious illness or injury (with medical certificate)
- Bereavement of an immediate family member
- Serious illness or trauma affecting an immediate family member
- Natural disaster or major upheaval in the home country requiring emergency travel

Students are required to contact HIC as soon as possible and arrange an appointment to discuss their situation. Following this, a formal written request must be submitted, along with documented evidence, for review.

Harmony International College Pty Ltd may also initiate suspension or cancellation of a student's enrolment due to serious misbehaviour, non-compliance with visa conditions, or breach of policies.

Where the student is an international student, any approved deferral, suspension or cancellation of enrolment will be reported to the Department of Home Affairs via PRISMS, and this may affect the student's visa status. For more information, refer to the Deferral, Suspension and Cancellation Policy available on the HIC website or contact the Student Support Office.

## Our expectation from you

### Harmony International College Pty Ltd expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To comply with the rules and regulations of Harmony International College Pty Ltd.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and HIC publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and HIC staff members and their right to privacy and confidentiality.

## Student Obligation

### Overseas Student Health Cover

If you are a student from overseas on a temporary student visa, it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date if you hold your visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

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



As holding OSHC is a visa requirement, take care to always maintain your cover. If you do fall behind in payments or renewing your cover, you will be able to continue your cover, but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan. OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued.

Harmony International College Pty Ltd can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at

[https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

**Some of registered health insurers that offer OSHC are:**

Health Insurer	Insurers website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance (People Care Health)	<a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

**Full-Time Study**

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

**Academic Course Progress**

HIC supports all learners to achieve positive training outcomes. Course progress is regularly monitored in line with our Training and Assessment Strategy, Standards for RTOs 2025, and the National Code 2018, Standard 8.

All students are expected to engage in scheduled classes, training activities, and assessment tasks as required. Academic progress is assessed at the end of each study period based on the student's achievement of competency across units of competency.

Students must:

- Actively participate in all scheduled training and assessment activities.
- Complete assessments and practical components on time.
- Attend classes and seek help when experiencing difficulty.



## Monitoring and Intervention

Progress is monitored throughout the course. A student is considered at risk if they are:

- Not on track to demonstrate competency in at least 50% of the units in a study period.
- Repeatedly absent from required classes (where attendance is a condition of the training and assessment strategy or visa requirements).
- Demonstrating disengagement with course requirements.

Students identified as at risk will be invited to participate in an intervention strategy, which may include:

- Additional academic support or coaching
- Modified learning plans
- Counselling or referral to support services

## Unsatisfactory Progress & Reporting

A failure to achieve satisfactory course progress in two consecutive study periods (i.e., less than 50% unit competency) may result in being reported to the Department of Home Affairs (for international students), which could affect visa status.

For full details, students should refer to the Attendance and Course Progress Policy available on the HIC website or request a copy at Reception.

## Attendance Requirements

Harmony International College Pty Ltd gives strong emphasis on attendance requirements. HIC will record and monitor attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. HIC will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. Harmony International College Pty Ltd is required to report the students based on unsatisfactory course progress to the department of Home Affairs (DHA).

**Note:** Students will not be reported based on attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to the Department of Home Affairs (DHA) through PRISMS, as required under the National Code 2018 (Standard 8).

International students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because this implies that they may already have the skills, knowledge, and experience to progress in their course without receiving structured training.

In this case, HIC may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. Please refer to the Attendance and course progress policy available on Harmony International College Pty Ltd.'s website and/or student administration for more details.



## Intervention Strategy

Harmony International College Pty Ltd ensures that it identifies, notifies, and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. HIC will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Academic officer or Student Support Officer, and it may include one or more of the following strategies:

- Attending counselling.
- English language support.
- Reviewing learning materials with the student and providing information to students in a context that they can understand.
- Providing extra time to complete tasks.
- Adjusting timetables
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Attending academic skills programs.
- Attending tutorial or study groups.
- Receiving assistance with personal issues which are influencing progress.
- Receiving mentoring.
- Referral to external organisations where HIC is unable to address the identified learning or academic issues:
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

## Change of Address

### Student Obligation

Upon arriving in Australia, students are required to advise the institute of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address, as under Section 20 of the ESOS Act 2000.

Institute is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. Institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify staff member of any change of their address and contact details within 7 days of change while enrolled at the institute, including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations?

Failure to update the contact details means that students may not receive important information which may affect their course, their enrolment or visa. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up to date to ensure they receive important information about their course, fees, and possible breaches of their student visa.



Additional information on student visa issues is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/>

### **HIC's Obligation**

All students enrolling in courses at HIC will be informed of any changes that may affect their training or support services. You will be notified as soon as practicable if there are changes to:

- Contact details or location of HIC.
- Course details, cost, duration, fees.
- Training products (e.g., superseded units; transition arrangements).
- Services provided (including support services)
- Ownership or management of HIC.
- HIC does not have any third-party arrangements for the delivery of training and assessment services. However, it does have agreements with education agents who provide recruitment services on behalf of HIC.
- Unexpected events impacting delivery such as a natural disaster.

### **Student Complaints and Appeals Procedure.**

The Institute has a student's Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. HIC ensures that students have access to a fair, transparent, and accessible process to raise complaints or lodge appeals, in line with the Standards for RTOs 2025 (standards 2.7 and 2.8), National Code 2018 and ASQA's guidelines.

#### ➤ **Informal Complaint Process**

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Administration Officer or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the requirements of SRTOS 2025 and the National code, informal complaints will be documented and recorded in the complaints register by the Administration Officer.

All informal complaints submitted by students will be acknowledged in writing by sending an e-mail to the student. Acknowledgement e-mail must summarise the complaint and any other facts and expectations taken place during informal discussions with the student. It is a requirement of the Standards for RTOs 2025 that the institute maintains written records of informal complaints as well as formal complaints.

Harmony International College Pty Ltd staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter efficiently, ensuring outcomes are provided within 30 calendar days. If Harmony International College Pty Ltd determines that more than 30 calendar days are needed to process and resolve a complaint or appeal, the complainant or appellant will be notified via email or telephone. This notification will include the reasons for the extended timeframe. HIC will also provide regular updates on the progress of the matter until it is finalised. Students who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

### **What can a complaint be about?**

A complaint can be about:

- The conduct or decisions of staff, students, or education agents
- The quality or delivery of training and assessment
- Administrative services or enrolment processes
- Breaches of policy or unfair treatment
- Assessment outcomes, Refund decisions, disciplinary actions



## ➤ **Formal Complaint Process**

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Administration Officer/Complaints Officer. Students can also send an email alternatively to [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au). HIC provides multiple accessible channels for submitting complaints and appeals: online forms, email, in-person submissions, or with the assistance of a support person. This includes support for students with language or other accessibility needs. Impartiality is guaranteed by ensuring that staff involved in the investigation or resolution of a complaint or appeal were not involved in the original issue or decision under dispute.

### **Lodging a complaint**

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Administration Officer/Complaints Officer, providing:

- a clear and detailed statement of the complaint, including the parties involved.
- a suggested solution that the student believes would settle the complaint (E.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).
- Complaint will be submitted in a complaint register.

**The resolution phase:** The Administration Officer/Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within 10 working days of the complaint being submitted in writing, i.e., assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

#### • **Acknowledging the Lodgement of a complaint**

Each formal complaint submitted by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by admin staff.

The student support/admin staff will forward the complaint for action to the relevant person or department as soon as practicable and should not take more than 10 working days. Parties to complaint will not be part of the investigation team.

#### • **Recording the Complaint**

Details of the complaints will be recorded in Harmony International College Pty Ltd.'s complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to the Administration Officer /Complaints Officer.

Administration Officer/Complaints Officer will be responsible for ensuring that all these actions are completed within five working days of the lodgement of the complaint.

#### • **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence. Administration Officer/Complaints Officer will set an agenda for the meeting and discuss what steps should be taken.



**The right to be accompanied by a support person during the complaints/appeals process:** Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and all the relevant documents.

Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

- **Time frame**

The person making a complaint will be informed of the outcome in writing, and all complaints will be finalised as soon as practicable, taking into account the students' needs and other relevant factors within 30 days. Where HIC determines that additional time is required to process and finalise a complaint or appeal, the complainant or appellant will be informed in writing of the reason for the delay. HIC will ensure that regular updates are provided via email or telephone and that the matter is addressed within a time frame that is reasonable, fair, and transparent.

**If complaint falls outside the definition of complaints:** Administration Officer/Complaints Officer will advise the student accordingly. Administration Officer /Complaints Officer may dismiss a complaint if a complaint is found to be outside the scope of this procedure, or lacking sufficient grounds or evidence to proceed, or in their view the complaint is ill-advised, misguided, frivolous, malicious, or vexatious, the student will be notified with clear reasons and advised of further options if appropriate.

*Note: It is to be noted that HIC will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the institute, Harmony International College Pty Ltd.'s education agents or any related party that Harmony International College Pty Ltd has an arrangement with, to deliver the overseas student's course or related services.*

**At the conclusion of the resolution phase,** Administration Officer/Complaints Officer will write to both the student and the respondent, indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their Right to appeal within 20 days of the complaints if dissatisfied with the outcome.

**Record the decision:** Institute's decision and reasons for the decision will be recorded and placed in the student's file.

**If a student is dissatisfied with the outcome of the formal complaint process,** students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) or student administration/reception.

- **Internal Appeals Process**

Internal appeals may arise from a number of sources, including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by Harmony International College Pty Ltd.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or HIC website.

- **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint that is done by Student Support Officer/Appeals officer.



- **Consideration of Appeal by Student Support Officer/ Appeals Officer**

Where an appeal relates to the following matters, the Student Appeals Form must be submitted within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of Conduct).

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Student Support Officer or Appeals Officer is responsible for formally acknowledging receipt of the appeal, coordinating ongoing communication with the student, assisting the student throughout the process (such as arranging a support person or interpreter if required), and ensuring the process is conducted fairly, transparently, and within the designated timeframes. The Investigator or the Student Appeals Committee will:

- Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given an opportunity to be accompanied and assisted by a support person.
- At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and make a decision.

#### ***Student Appeal Committee***

- Chief Executive Officer
- Student Support Officer/Appeals Officer
- Investigator or nominee appointed by the CEO.

*\*Harmony International College Pty Ltd will ensure that assessment of the complaint or appeal is conducted in a professional, fair, and transparent manner.*

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of his or her right to an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

**If it becomes apparent that an appeal will require an extended period to be resolved,** the appellant will be notified in writing or via telephone, including the reasons for the extended timeframe. HIC will ensure the student is kept regularly informed of the progress, and that the appeal is managed within a time frame that is reasonable and fair.

**Recording the appeal:** Harmony International College Pty Ltd will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Student Support Officer/ Appeals officer.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

**If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.**



There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in Harmony International College Pty Ltd.'s internal complaints and appeals process. In such cases, the Institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by Harmony International College Pty Ltd.

**Note: Students' enrolment will be kept active until both internal and external appeal is concluded.**

### External Appeals Process

After the student has been advised of the external complaint handling process and procedure, Harmony International College Pty Ltd will provide students with contact details of the appropriate complaints handling and external appeals body.

HIC will refer the student to **Commonwealth Ombudsman** to lodge an external appeal or complain about the decision. The Commonwealth Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e., Harmony International College Pty Ltd in this case, has followed its policies and procedures, rather than make a decision in place of the Institute. External appeal authority will be provided with sufficient information within due timelines requested.

**For example**, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the Institute, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be. Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

### Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, HIC will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.

HIC will maintain a written record of all complaints or appeals, including a summary of the issue and the outcome. Students will receive formal written acknowledgment (via email or letter) confirming the details of their complaint or appeal and the final decision or actions taken to address the matter. HIC uses the outcomes of complaints and appeals processes to support ongoing improvements in its training delivery and student support services.

Harmony International College Pty Ltd reviews all complaints and appeals to identify underlying issues and potential improvements. Outcomes are analysed to determine root causes, and this data informs updates to policies, procedures, training delivery, and student support services. Trends and recurring issues are reviewed during management meetings and internal audits to ensure that corrective actions are taken and embedded into future practice.

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body.
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

**IMP NOTE:** Commonwealth Ombudsman is a free and independent service.



**Commonwealth Ombudsman contact details are:**

- **Website:** <http://www.ombudsman.gov.au/>
- **Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)
- **Contact Number:** 1300 362 072

Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. Commonwealth Ombudsman also:

- Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- Publishes reports on problems and broader issues in international education that Commonwealth Ombudsman identifies through investigations.

For further information, please visit <https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint> or contact Commonwealth Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

**Appeals related to Deferment, Suspension or Cancellation of Enrolment**

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, HIC will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

Harmony International College Pty Ltd will maintain all relevant responsibilities until:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the Institute in writing.

**Please note** following procedures do not remove the student's right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Legal Aid Queensland Refer to <https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint>.

**Students Rights as Consumer**

Complaints and Appeals Policy, and Procedure do not remove the right of students to act under Australia's consumer protection laws.

**Unique Student Identifier**

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include your USI in the data we submit to NCVET.



The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned with a USI. HIC will obtain and verify the student's USI at the time of enrolment. Harmony International College Pty Ltd will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student, and the department. All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to HIC during the enrolment process. If students do not provide a USI, Harmony International College Pty Ltd will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit [www.usi.gov.au](http://www.usi.gov.au). HIC Student Services staff can assist you to obtain your USI on request.

USI does not appear on any certificates, statements of attainment or other public documents issued by Harmony International College Pty Ltd. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's website [www.usi.gov.au](http://www.usi.gov.au).

## Important Information

### Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 48 hours a fortnight when a student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

### School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools, and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any institute or university that they enrol in whilst in Australia.

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

### Legislation

A range of legislation is applicable to all the staff members and students of Harmony International College Pty Ltd. Information on relevant legislation can be found at the following websites.

- Work Health & Safety <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>
- Australian Human Rights Commission <https://humanrights.gov.au/>
- VET Quality Framework [www.asqa.gov.au/](http://www.asqa.gov.au/)
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Disability Standards for Education 2005 <https://www.legislation.gov.au/Details/F2005L00767>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Series/C2004A04426>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Series/C2004A02868>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2023C00003>
- Privacy Act 1988 <https://www.legislation.gov.au/Series/C2004A03712>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182>



- Education Services to Overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/Details/C2022C00066>
- Education Services to Overseas Students (ESOS) Regulations 2019 <https://www.legislation.gov.au/Details/F2021C01320>

It is the responsibility of all HIC staff to ensure the requirements of relevant legislation are always met. Please refer to the websites indicated or contact the institute at +61 488 491 703 if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

### **Third-Party Arrangements and Education Agents**

Harmony International College Pty Ltd does not engage any third-party organisations to deliver training, assessment, student support, or administrative or any other services on its behalf. All core services are delivered directly by HIC, ensuring quality, consistency, and compliance with the Standards for RTOs 2025.

However, HIC does engage Education Agents for the purpose of recruiting international students. These Education agents are authorised to promote our courses and assist with the application process.

A full list of authorised Education Agents is available on our website: [www.hic.qld.edu.au](http://www.hic.qld.edu.au). Harmony International College Pty Ltd remains fully responsible for ensuring that all Education agents accurately represent the Institute's services and adhere to ethical recruitment practices.

If you have feedback or concerns regarding an Education agent or their representative, please contact our Student Support Team at [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au) or call us at +61 488 491 703.

### **Use of Education Agents**

Harmony International College Pty Ltd engages with on shore and offshore Education Agents to recruit students. Full list of Education Agents can be found on HIC's website [www.hic.qld.edu.au](http://www.hic.qld.edu.au). HIC is responsible to ensure that its education agents accurately represent Harmony International College Pty Ltd services on their behalf. If you have any feedback or concerns regarding services provided by Education Agents or its representatives, please contact HIC students support at [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au) or give us a call at +61 488 491 703.

HIC has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that Harmony International College Pty Ltd engages with, implement Education agent's policy and procedures, Education Agent Performance Review Assessment conducted by marketing staff to ensure that Education agents always comply with the standards.

Students must be aware that information collected from students on application form may be shared with their authorised education agent if required. Therefore, it is student's responsibility to notify HIC if planning to change or have changed their authorised education agent within 5 working days.

### **Use of personal information**

Information is collected during enrolment in order to meet the institute's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student's compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.



## Safety and Security

### Your safety

Harmony International College Pty Ltd is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents, and near premises to HIC's staff.
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Always keep training and assessment areas neat and tidy.
- Seek assistance if you volunteer to lift items, e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Electrical equipment.
  - Electrical equipment that is not working should be reported to HIC staff.
  - Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers, and assessors should not undertake any task related to fixing electrical equipment, such as lighting or electrical training aids.

### Fire safety

- Harmony International College Pty Ltd will undertake training session to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all Exits and fire extinguishers. Users will consult available maps to determine location.
  - It is the user's responsibility to understand fire drill procedures displayed around the premises.
  - Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved in the injury register.
- HIC's trainer and assessors are equipped with skills and Knowledge in Australia

### Lifting

- Students, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by HIC unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.



## Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## Your equity

Harmony International College Pty Ltd is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All HIC staff members are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member of HIC who fails to follow this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Harmony International College Pty Ltd staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission. Refer to the Complaints and Appeals Policy and procedures of HIC available on the website or can be made available at the reception.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Harmony International College Pty Ltd whom they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to HIC, they are advised to contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419.

## Access, correction, and complaints

Under the Privacy Act 1988 (Privacy Act), you have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

Please refer to HIC privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au>.

## Harmony International College Pty Ltd Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) or can be made available from the reception.

## Student Rights as a Consumer

As a consumer, a student has the right to receive factual and accurate information about the courses offered by Harmony International College Pty Ltd before making an enrolment decision. To ensure this, HIC has stringent policies and procedures in place.

It is very important that you read this handbook carefully before enrolling with HIC to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to act under the Australian Consumer Law if the Australian Law applies.



## Media Consent

The Application form gives you the opportunity to decline permission for HIC to use any representation of your time here for promotional purposes. Please be sure to read the “Media Consent” section of the Application Form.

From time to time, HIC staff may request to take photographs/videos or verbal/written interviews/testimonials of students at HIC or at places where the student is involved in an activity. These creations may be used in a classroom, campus posters or could be published by Harmony International College Pty Ltd in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students’ own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or by contacting HIC student administration.

## Fees Payable

- a) The initial tuition fee, application fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the institute.
- b) Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- c) Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement, which states the next instalment amounts with the due dates. All due dates on the tuition fees will be kept at standard 15th of every month.
- d) Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
- e) Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the Institute.
- f) Students must pay their fee directly to HIC. Students should not pay the fee to the Education agent and/ or third party in relation to the application for enrolment.

## Reminder letter

In case the student's instalment falls on a particular month, a friendly email reminder along with the fee warning letter will be issued to the student the date when the student has missed the payment. Students may also be informed via email or phone call.

If a student fails to make the payment of the outstanding fees even after fee notice and/or email. Student’s enrolment will be cancelled after 20 working days of fee notice. The cancellation of the enrolment will cause following restrictions to apply:

- i. Loss of access to the institute’s Learning Management System, classroom, computer system, including internet and others.
- ii. Loss of access to enrolment records, results, and academic certificates.
- iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

IV students are required to re-enrol in the course if they wish to pay the remaining course fee after cancellation.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on Harmony International College Pty Ltd.’s website. If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

- h) If students choose not to appeal against the institute’s decision and makes no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.
- i) If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.
- j) Students will be given total 3 attempts including 1 original plus 2 reassessments.



Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: \$300

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- \$300.

k) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

l) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

**Please Note:** Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled into a course. Students are advised to contact student administration for updated fees and charges.

m) If the student's visa status changes (e.g., becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

n) HIC reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the Institute for engaging a third party to recover such outstanding fees will be charged to the student.

o) Harmony International College Pty Ltd has Refund's policy and procedures to ensure all students are treated fairly and with integrity when applying for refunds.

p) All refunds applications will be submitted to the student administration department, and the following procedures will be followed in assessing the application.

q) All 'refunds' will be approved by the Administration Manager, and the applications will be processed within 10 working days of the application being placed.

## Fee Schedule

Course Fee	As per the course offer and written agreements
Application Fee (Non-Refundable)	\$300
Material Fee	Material fees will vary depending upon the qualification undertaken
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	\$300
Re-assessment Fee (after 2 attempts)	\$300
Late payment Fee	\$50 per week
Late Assessment Submission Fee	\$150 (per assessment)
Deferral/Suspension Fees	\$250
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	2% surcharge
OSHC (Overseas Student Health Cover)	Outsourced - contact HIC for more details
Re-Issue of Certificates and transcript	\$50
Re-Issue of Student ID Card	\$10
Interim Academic Transcript	No charge
Change of COE Fee	\$250
COE Extension	Depends on course and duration extended

## Student cancellation

Students who cancel their enrolment partway through a training program must notify HIC in writing via email or at Harmony International College Pty Ltd.'s reception at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options, such as requesting to suspend their enrolment and re-commencing in another scheduled training program.



## Refunds

### Process of Claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with the refund policy should do so by filling up a Refund Application form available at HIC's reception and on Harmony International College Pty Ltd.'s website [www.hic.qld.edu.au](http://www.hic.qld.edu.au). Students must submit a refund application form along with other supporting documents on campus. The documents should be submitted to:

Administration Officer  
Harmony International College Pty Ltd  
2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD 4122  
**Or**  
Email us at [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au)

### All students' refunds are conditional on the following:

#### A. Course Withdrawal

- i. Where a written notice of withdrawal is received by the Institute at least **12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except application fee.
- ii. Where a written notice of withdrawal is received by the institute within **6 to 11 full weeks before the agreed start date** of the course or term, the institute will refund 50% of the fee received, except application fee.
- iii. Where a written notice of withdrawal is received by the institute within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- iv. Where a written notice of withdrawal is received by the institute **after the start date** of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- vi. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.  
**For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.**
- vii. If the refund application is approved, refund will be paid within the period of 4 weeks after receiving written notification/claim from the student and relevant forms duly signed by the student.
- viii. The institute must have received funds in order for any refunds to be made available (i.e., cheques are cleared, telegraphic transfers have been received).

#### B. Student Defaults

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment, like:

- a) The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).  
or
- b) the student withdraws from the course at the location (after the agreed starting day).  
Or
- c) the institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
  - the student failed to pay an amount payable to the provider for the course.



- the student breached a condition of his/her student's visa, and his/her visa has been refused.
- misbehaviour by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

**Note:** If students do not commence studies in a course (i.e., the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing within 31 days of the course commencement, then student's enrolment will be cancelled based on non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because of the provider's defaults in relation to the course at the institute.

Harmony International College Pty Ltd will pay the refund to the following person:

- a. the student
- b. if a person (other than the student) is specified in the student's written agreement to receive any refund, the specified person.

Harmony International College Pty Ltd will pay a refund within a period of 20 working days after receiving a written claim from the student.

### C. Visa Refusal

If a student's visa application or visa renewal is refused by the Australian Government prior to commencement, a refund of course fees will be made, and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b) the sum of \$500.

Whichever is lesser.

Students must provide the Institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

*The refund amount = weekly tuition fee x the number of weeks in the default period*

- a. The weekly tuition fee = total tuition fee for the course/number of calendar days in the course x seven (7).  
This amount is rounded up to the nearest whole dollar.
- b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / seven (7).

No refunds will be granted where:

- a) An international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.
- b) The refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
  - (i) The student's failure to start the course at the location on the agreed starting day.
  - (ii) The students' withdrawal from the course at that location.
  - (iii) The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location.



As per the ESOS Act 2000 (47D), Refund payments to students following visa refusals will be paid within a 4-week timeframe after receiving a written claim from the student and relevant forms duly signed by the student. Students must provide the institute with substantiated evidence of their student visa refusal.

#### D. Provider Default

- I. In the unlikely event that the institute is unable to start or deliver the course (known as provider default), the student can choose to accept either:
- A refund of course fees, which will be issued to the student within 14 days.
  - Or be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
  - If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e., tuition fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 working days after the cessation of the course.
  - If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

#### I. Refund Process

- a. The student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents include:
- a completed refund application form provided by the institute.
  - a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
  - Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 4 weeks of the receipt of the completed refund application form along with full supporting document by the institute (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of a completed refund application form along with supporting documents by the institute (*in case of Harmony International College Pty Ltd default*).
- d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

#### II. Payment of Refunds

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks will be made in the Australian currency, whereby the student will receive a refund amount equivalent to the Australian dollar exchange rate on the date of transfer.

**Note: Timeline for refund**

It is to be noted that refunds will be made available to students differently based on the student's default and the provider's default.

- i. **In case of Student default:** Refund will be paid within the period of 4 weeks after receiving written notification/claim from the student and relevant forms duly signed by the student.
- ii. **In case of Provider's default:** Refund will be paid within the period of 14 days after cessation of the course.



Please refer to the course refund table below for details:

HARMONY INTERNATIONAL COLLEGE COURSE FEE REFUND TABLE			
Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
Withdrawal at least <b>12</b> full weeks or more prior to the agreed start date.	100%	100%	No refund
Withdrawal between <b>6</b> to <b>11</b> full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in <b>5</b> full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%		
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by HIC for the course in respect of the student course less the following amount. <b>(a)</b> 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or <b>(b)</b> a maximum sum of \$500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period <b>a.</b> The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. <b>b.</b> The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and			



the student decides to withdraw from the course, then there will be no refund.  
For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund period of 5 weeks prior to the agreed start date of the course.

### **Cooling-off period**

HIC will provide applicants with a 7-day cooling-off period. This means that if a student accepts the offer letter to study at Harmony International College Pty Ltd and pays HIC the relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify HIC in writing within 7 days of the signed agreement date.

### **Student's Rights to Appeal**

Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the Student Support Officer and follow the complaints and appeal process of HIC.

The institute's appeal process does not restrict the student's right to pursue other legal avenues. The written agreement and 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.

### **Tuition Protection Services**

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

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

Harmony International College Pty Ltd is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that HIC is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service, visit: <https://tps.gov.au>

### **Payment Method**

Harmony International College Pty Ltd accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Direct debit (By setting up direct debit with the administration team at Harmony International College Pty Ltd)
- Payment in cash is discouraged.



## Payment Instructions – How to Pay

Payments can be made.

1. Completing direct debit form at college's reception
2. EFT Banking Details-Contact the institute at +61 488 491 703 for details on banking details. Alternatively, banking details are also available on Harmony International College Pty Ltd.'s application form.
3. HIC can accept small amounts of the fees in the form of cash, however payment in cash is discouraged.
4. Can pay by debit card or credit card (Surcharge on debit and credit card payment will apply as mentioned above)

## Student Notifications

Harmony International College Pty Ltd will inform the student regarding any significant changes that may impact their studies. This may include the following:

- Change of Ownership of RTO (Registered Training Organisation)
- Change in engagement terms and conditions.
- Change of delivery, Training, work placement or assessment location
- Information on regulated outcomes

### Change of Ownership of RTO (Registered Training Organisation)

HIC will notify all learners, students, and clients about the change of ownership taking place within 28 days of the change of ownership. Student support officer will also brief the students, learners, and clients about the impact of the changes.

### Change in engagement terms and conditions.

Harmony International College Pty Ltd reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment, the student will be informed 7 days prior to changes taking effect.

### Change of delivery, Training, work placement or assessment location

Harmony International College Pty Ltd reserves the right to change the location of delivery, training, work placement or assessment. If any such changes are made that affect the student's training or assessment, the student will be informed 7 days prior to changes taking effect.

## Legislative and Regulatory Responsibilities

HIC is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that HIC has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Harmony International College Pty Ltd.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of Queensland legislation can be found on the Internet at <https://www.legislation.qld.gov.au>.



The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **ESOS Framework**

The Australian Government wants overseas students to have a safe, enjoyable, and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and include the Education Services for Overseas Students Act (the ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

**ESOS Act:** The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Series/C2004A00757>.

**National Code of Practice for Providers of Education and Training to Overseas Students 2018** (referred to as National Code 2018) is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students, kindly refer to <https://www.legislation.gov.au/Details/F2017L01182>.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles. The object of the Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information
- the purposes for which the entity collects, holds, uses and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the
- correction of such information
- whether the entity is likely to disclose personal information to overseas recipients



## **Disability Discrimination Act 1992**

### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodations or services may be required by the person with a disability.

## **Sex Discrimination Act 1984**

Objects: The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

## **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people based on their race, colour, descent or national or ethnic origin unlawful.

## **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.



## Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

## Privacy Statement

Student's privacy is important to us, and all the personal & private information collected about the student will be treated as confidential. Information collected during student's enrolment is done in order to meet Harmony International College Pty Ltd.'s obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about the student during their enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during students' enrolment can be disclosed without student's consent where the institute is authorised or required to do so by law.

Students can access information collected from them on the application form and during their enrolment by contacting Student Administration at the institute.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, HIC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on the letter of offer, your training activity data) may be used or disclosed by Harmony International College Pty Ltd for statistical, regulatory and research purposes. HIC may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement, Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or 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 programme administration, regulation, monitoring, and evaluation.

Student may receive an NCVER student survey which may be administered by an NCVER employee, Education agent, or third-party contractor. Student may opt out of the survey at the time of being contacted. NCVER will collect, hold, use, and disclose student's 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](http://www.ncver.edu.au)).



If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

**Address:** 2F level 2, 57 Sanders Street, Upper Mount Gravatt, QLD 4122.

**Phone:** +61 488 491 703

**Email:** [info@harmonyinternationalcollege.com.au](mailto:info@harmonyinternationalcollege.com.au)

**Website:** [www.hic.qld.edu.au](http://www.hic.qld.edu.au)

*Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on the website [www.hic.qld.edu.au](http://www.hic.qld.edu.au) for the most current information or speak to Harmony International College Pty Ltd.'s student administration. Students are encouraged to get more information from the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak to HIC staff member for further details.*

Harmony International College Pty Ltd handles all superseded qualifications as per our Course Transition Policy and Procedures available from [www.hic.qld.edu.au](http://www.hic.qld.edu.au). Information contained in this handbook might not be suitable for enrolment purposes; however, this information should be read in conjunction with the website or course information brochures. For more information, please speak to the student's Administration Officer at the reception of HIC.

"Develop a passion for learning. If you do, you will never cease to grow." - Anthony J. D'Angelo

**We are always there to provide support wherever required.**

