



NEW  
CAMBRIDGE  
COLLEGE  
SYDNEY



# International Student Handbook

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ABN: 44 928 033 266 RTO No: 91438 CRICOS Provider No: 03015B

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## Welcome

NCCS Management, Staff and Trainers warmly welcome you to Sydney, Australia and our College and thank you for choosing NCCS to be a part of your journey.

Studying at NCCS will help you to build skills and knowledge to gain further employment opportunities and advance in your career quickly, while also learning about other cultures.

NCCS delivers quality vocational education and training with a focus on giving our students the knowledge and skills required for roles within their specific industry. To ensure the strength of our Academic Program, NCCS continuously engages with industry professionals to provide the most current skills and knowledge to our students. These efforts are supported by our highly experienced and industry qualified trainers and assessors.

Our centrally located campus has been fit out with all the necessities to ensure our students are comfortable and have access to all facilities they may require. Our student's experience and academic studies are our top priority and the College is committed to our internal growth and development to ensure we continue to meet and exceed our student's needs.

Our staff are committed to helping our students to adjust to life in Australia and achieve their academic goals. NCCS encourages high academic standards, student participation and a classroom environment where students can contribute their knowledge, perspectives and experiences from other cultural settings and express their points of view in a peaceful and respectful manner.

We acknowledge the courage it takes to move to a foreign country that may not speak your first language and have a different culture. It is important that while you are in Australia and on your student visa that you create a balance between work, study and life and take care of physical and mental health and social connection. Your wellbeing is important to us so we encourage students to seek help and assistance where needed – even if it isn't just about your studies.

We hope that you enjoy your study and time here in Australia and gain lifelong friends while creating many lasting memories for years to come.

*Veena Ram*

**Principal / Chief Executive Officer**

*NCCS acknowledges the Traditional Owners of the land pays respects to Elders past and present.*

## About NCCS

New Cambridge College Sydney (NCCS) (RTO No: 91438 CRICOS, Provider No: 03015B) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia.

The Government registering authority, Australian Skills Quality Authority (ASQA), monitors and subjects us to regular external audit to verify adherence to these standards.

NCCS is accredited to deliver nationally recognised Vocational Education and Training (VET) qualifications. We take great pride in the quality of our courses and services which are delivered to domestic (Australian) and overseas students. Courses include:

We offer Nationally Recognised Training in:

### Business

- BSB30120 Certificate III in Business (CRICOS CODE: 105543G)

### Leadership and Management

- BSB40520 Certificate IV in Leadership and Management (CRICOS CODE: 103961E)
- BSB50420 Diploma of Leadership and Management (CRICOS CODE: 104203B)
- BSB60420 Advanced Diploma of Leadership and Management (CRICOS CODE: 105542H)

### Project Management

- BSB40920 Certificate IV in Project Management Practice (CRICOS CODE: 103921B)
- BSB50820 Diploma of Project Management (CRICOS CODE: 104040E)
- BSB60720 Advanced Diploma of Program Management (CRICOS CODE: 112294E)

### Accounting

- FNS40222 Certificate IV in Accounting and Bookkeeping (CRICOS CODE: 109979B)
- FNS50222 Diploma of Accounting (CRICOS CODE: 111625K)
- FNS60222 Advanced Diploma of Accounting (CRICOS CODE: 111626J)

### Community Services

- CHC52021 Diploma of Community Services (CRICOS CODE: 112409K)

### Graduate Diploma

- BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course: 116984B)

Further details about our courses, including entry requirements, can be found on our website under the 'Courses' tab on our website [www.nccs.nsw.edu.au/courses/](http://www.nccs.nsw.edu.au/courses/)

You will also be able to find relevant information about term, intake and holiday dates, course durations and all fees payable on our website under the 'Fees and Dates' tab. [www.nccs.nsw.edu.au/tuition-fees-and-key-dates](http://www.nccs.nsw.edu.au/tuition-fees-and-key-dates)

Students enrolled to study or complete a superseded course after the teach-out date will be transitioned to the new qualification before the end of the transition period.

## NCCS Location and Contact Details

### Campus Details

Our campus occupies the whole of Level 3, 770-772 George Street Sydney and features fully equipped classrooms with computers and laptops available to loan for use within the College.

<b>Address:</b>	Level 3, 770-772 George Street	<b>Phone:</b>	+61 2 9212 6650
	Sydney NSW 2000	<b>Email:</b>	<a href="mailto:info@nccs.nsw.edu.au">info@nccs.nsw.edu.au</a>
	(Enter from Barlow Street)	<b>Website:</b>	<a href="http://www.nccs.nsw.edu.au">www.nccs.nsw.edu.au</a>



Onsite you will find a dedicated student kitchenette and common area with a microwave and refrigerator, tea and coffee making facilities, filtered water (Boiling and chilled water), as well as free Wi-Fi (for studying purposes only) and printing and scanning facilities.

We also have an extensive library for students to access at any time, an online library and we are located close to 3 major libraries.

### Location

NCCS is located close to Central Station near the vibrant Haymarket area, which is a fast-growing area of Sydney City close to "Chinatown". There are plenty of options for food with the nearby Hay St Markets (inside Paddy's Markets), Surry Hills food district and Ultimo, as well as shopping at Market City (which hosts Paddy's Markets on Fridays-Sundays) and World Square Shopping Centre.

Nearby is the famous Darling Harbour Precinct (Darling Harbour, Darling Quarter and Darling Square), where you will find the peaceful grounds of the Chinese Gardens of Friendship, the child friendly Tumbalong Park as well as the International Convention Centre (ICC).

NCCS is also within walking distance to Darling Square and UTS (day Visitor pass) libraries.

## College hours and Class timetables

Each course has a separate timetable and schedule with classes offered for 14 hours per week with 6 hours of Self-Paced Learning, per qualification.

Student Services is available to assist you from 9.00am until 6.00pm Monday to Friday.

## Facilities and Services

### Student Support Services

NCCS Student Service Team are available to help students wherever they can and are available at the Reception desk and reachable via the College's main contact phone number and the [admissions@nccs.nsw.edu.au](mailto:admissions@nccs.nsw.edu.au) email address. The Students Services and Academic Team will be introduced during the Compulsory Orientation.

Student Support Services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. NCCS *does not* charge for such referrals to the provider.

If you are facing any matters affecting you or your ability to study, you are welcome to speak with the Principal, RTO Manager or a member of staff you feel most comfortable with one-on-one.

RTO Manager  
Samantha Judson  
9212 6650

Principal  
Veena Ram  
0413 668 842

### Academic Support Services

NCCS also offers Academic, Language, Literacy and Numeracy (LLN) Support Services to students as well as 'Catch up' classes for students who require additional support.

Some support services include:

- Providing extensions for assessments, where possible
- Providing additional practice activities and resources
- Providing additional support in 'Catch up' or tutorial classes
- Providing one-on-one support

Students requiring extra support should speak with their Trainer or Student Services to organise Academic Support.

### Internet, computer access and usage regulations

NCCS provides a comprehensive computer network for all staff and students. All students are given access to the College's internet network. Classrooms are equipped with new all-in-one computers and laptops to support student learning and engagement. However, students are also encouraged to bring their own device to enhance flexibility and continuity in their studies, both in and outside the classroom. Bringing a personal device allows students to conveniently access course materials, complete assignments, and engage with online learning platforms at their own pace.

There are also laptops available for students to borrow which must be signed out by the student and signed back in on return.

New Cambridge College Sydney strictly monitors all internet usage to ensure it is solely for business purposes, with no expectation of privacy for users. Personal browsing, downloading entertainment content, or accessing inappropriate material is prohibited at all times.

The use of internet resources for personal browsing, entertainment, or accessing inappropriate content is strictly prohibited. Users must not share login credentials, attempt to bypass security systems, or disclose confidential information online. All downloaded materials become the property of the College and must comply with relevant licensing and copyright laws. Violations—such as misuse of resources, sexual explicit material, legal breaches, or sharing sensitive data may result in disciplinary action, including possible dismissal and liability for any resulting damages.

## Orientation

NCCS holds a compulsory Orientation session the Friday before the course start date. All students are required to attend Orientation on this day.

At Orientation we provide you with important information about studying in Australia and how to study at NCCS.

The date and time of your compulsory orientation can be located on your Letter of Offer and on our website on our Academic Calendar. Reminder notices are sent to students via email, along with session timing.

If you are unable to attend your compulsory Orientation you must notify the College straight away.

Please note that non-attendance of your compulsory orientation may result in a \$50 Late Orientation fee being charged.

## Our website

NCCS's website ([www.nccs.nsw.edu.au](http://www.nccs.nsw.edu.au)) features a lot of important information about our courses and the College.

On the website you will find:

- *'Courses'* – A list of all our courses, the subjects you will study as well as entrance requirements for each course
- *'Fees and Dates'* – The College's Term and Holiday dates as well as Course fees and payment Instalment Dates
- *'Policies and Procedures'* – Downloadable copies of the College's [Policies and Procedures](#) as well as our forms and templates (Including the International Student Handbook)
- *'Login'* – Links to the College's Student Database where you can login and check your payment dates, warning letters and course progress.
- *'Appointment Booking'* – Links to book appointments as per student's requirement and need
- *'Current Students'* - Provides access to student health safety and well-being and digital library

## Living in Australia

Living in Australia will be a new experience, but there are support services available from other organisations to help make adjusting to life in Australia easier. A list of [Emergency and Support Services](#) contact details has been provided at the end of this handbook.

As the 3rd top destination for international students (UNESCO Institute for Statistics, 2020), 2nd in the OECD for education and educational outcomes (OECD, Better Life Index, 2021), Australia is one of the world's most attractive locations for education

Australia is the most desirable working location in the Asia-Pacific and 3rd most desirable work destination in the world. (Boston Consulting Group, Decoding Global Talent, 2021), whilst also being 3rd in the world for workforce diversity (World Economic Forum, Global Competitiveness Report, 2019).

No matter what type of study you are doing in Australia, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience. Important considerations and planning include:

- Planning your departure
- Arriving in Australia
- Accessing support services
- Remaining visa compliant
- Working while you study
- Living costs and finding accommodation
- Health and safety

For more about life in Australia and Sydney, including living costs, pre-departure information and tips on finding work, please see:

- [www.insiderguides.com.au](http://www.insiderguides.com.au)
- [www.study.sydney](http://www.study.sydney)
- [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

## Arriving in Australia

When you first arrive in Australia or Sydney you should already plan where you will stay and how you will arrive to the destination. You should make sure you provide these plans to your family and friends before you depart for Australia. Further information about living costs, finances and accommodation options can be found below.

From Sydney Airport there are many options for travel, including:

- Public transportation
  - There are both public buses and trains that depart from Sydney Airport
  - See [www.transportnsw.info](http://www.transportnsw.info) or download the Trip Planner App on your phone
- Taxis and Ubers
- Airport pickup
  - Usually these can be scheduled through private companies or via your accommodation provider

Hint: You can use Google Maps or the Transport NSW Trip Planner to help plan your trip and estimate travel times and costs!

## Estimated Living costs

It is vital that you know the average living costs in Australia before study as part of your financial preparation. For reference, here are some costs associated with living and studying in Australia. (Note: all costs are in AUD and linked to the consumer price index).

See: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Or <https://insiderguides.com.au/cost-of-living-calculator/>

## Accommodation

### Homestay / Private Boarding

Homestay allows you to stay with an Australian family in their home. It is a great way to experience Australian life within a family environment. Generally, Homestay families will act as a host and provide you with extra support and guidance while you adjust to life in Australia. Both homestay and private boarding gives you the option of single or shared rooms.

\$235 to \$325 per week

See [www.homestaynetwork.org](http://www.homestaynetwork.org)

### Hostels and Guesthouses

Hostels and Guesthouses provide budget-oriented shared accommodation and facilities. It provides an inexpensive accommodation arrangement that is typically located in centralised parts of the city.

\$90 to \$150 per week

You can find out about hotels and guesthouses at a number of websites such as [www.lastminute.com.au](http://www.lastminute.com.au).

### Renting

Homes and apartments/units are available for renting. The rent that must be paid weekly depends on the size and location of the property amongst other factors. Rental properties are a great way to live and work in Australia while you complete your studies.

You may also choose to rent a room in a shared home.

\$185 to \$440 per week (Shared rental \$185 to \$215 per week)

See [www.realestate.com.au](http://www.realestate.com.au) (Including Share homes)

## Money Matters

### Banking

Opening a bank will help you manage your money while living in Australia. There are many choices of banks and different types of accounts available to choose from. Some examples are included below:

- Westpac: [www.westpac.com.au](http://www.westpac.com.au) or 13 20 32
- St George: [www.stgeorge.com.au](http://www.stgeorge.com.au) or 13 33 30
- Commonwealth Bank: [www.commbank.com.au](http://www.commbank.com.au) or 13 22 21
- ANZ: [www.anz.com.au](http://www.anz.com.au) or 13 13 14

### Tax File Number

If you earn money in Australia, you will need to pay tax and lodge an Australian tax return. To work in Australia, you need a work visa and a tax file number.

See: [www.ato.gov.au](http://www.ato.gov.au) or call the Australian Taxation Office (ATO) on 13 28 61

### Superannuation

Superannuation (or 'super') is Australia's retirement savings system. If you're a temporary resident working in Australia, your employer must pay super for you if you're eligible.

When you leave Australia, you can claim your super as a Departing Australia Superannuation Payment (DASP) if you meet all requirements.

- ASIC: [www.moneysmart.gov.au/superannuation-and-retirement](http://www.moneysmart.gov.au/superannuation-and-retirement) or call 1300 300 630
- ATO: [www.ato.gov.au/Individuals/Super](http://www.ato.gov.au/Individuals/Super)

### Consumer Rights

Consumers in Australia are covered by the Australian Consumer Law (ACL) which outlines your rights as a consumer including the rights to a repair, replacement or refund as well as compensation for damages and loss and being able to cancel a faulty service. The ACL also covers Businesses in Australia.

If you would like more information (as a consumer or a business) or would like to make a complaint, you can visit the Australian Competition & Consumer Commission (ACCC) website at [www.accc.gov.au](http://www.accc.gov.au)

### School-aged Dependents

If you are bringing school aged children with you when you study in Australia, you will need to arrange for them to attend school. In New South Wales, it is compulsory for children to attend school until the age of 16.

The enrolment requirements and school fees vary across Australian states and different schools.

Following is a summary of the fee arrangements for public schools in NSW:

*Schools fees apply to most dependants of temporary residents in New South Wales. There are some exceptions, for further information visit the DE International website <https://www.deinternational.nsw.edu.au/>*

A young person (under 16) is a dependent child of an adult if:

- The adult has legal responsibility, either alone or jointly with another person, for the day-to-day care, welfare and development of the young person AND the young person is in the adult's care, OR
- The young person is not a dependent child of someone else under the previous point AND the young person is wholly or substantially in the adult's care.

A young person who has turned 16 but is under 22 can still be a dependent child of the recipient if:

- They are wholly or substantially dependent on the recipient, AND
- The child's income in the financial year will not exceed the personal income limit, AND
- They are receiving full-time education at a school, college or university

Where you have dependent children that need to attend childcare or school, you should be aware of the following options:

- Centre-based childcare
- Family day care
- Out of School Hours Care (OOSH Care or After school Care)
- Nannies
- Au pairs (living in your home)

Costs are dependent on facilities and services provided. Find out more at <https://education.nsw.gov.au/> or <https://my.gov.au/en/services/raising-kids/toddlers-and-preschoolers/child-care/finding-child-care>

You should also be aware of the costs for dependent children that need to attend child care, school or after school facilities are in addition to estimated living costs provided in the section [Estimated Living costs](#).

## Safety

While Australia is generally a safe place to live and study, it is vital that you still take precautions to reduce the chances of any incidents occurring.

The following safety tips should be considered:

- Always plan your trips beforehand, especially at night. Ensure that you have enough money to get home.
- Keep your belongings close to your body where you can always see them.
- Leave valuables at home if you don't need to take them with you. If you've recently arrived and don't have anywhere permanent to live yet, talk to your institution's international student support staff.
- Don't carry large amounts of money with you. You can access your money at ATMs found in various public places.
- When using public transport, avoid long waits at night and sit in places nearest to the driver or guard.
- When you are at your college or workplace it is vital that you know the emergency procedures put in place.
- When using the internet, like anywhere in the world, you should protect yourself against spam, cyber-bullying and identity theft. Avoid malicious sites and use service providers that provide website guidance if necessary.

## Beach Safety

Australia has some of the best beaches in the world, with over 3,000 beaches to choose from! While in Australia it is important to be aware of Beach Safety:

- Only swim between the flags – If there are no flags up the beach is not being patrolled by Surf Lifesavers. If the beach is patrolled and you are feeling like you are having trouble raise your arms above your head and wave your arms.
- Learn to spot a rip current - Usually spotted by looking for deeper, dark coloured water and fewer breaking waves. If you are a strong swimmer, feel yourself getting pulled out by a rip you can try swimming parallel to the shore but the best thing you can do is to signal for help and stay calm to conserve your energy.
- Do not swim in open water at night – Even if you are a strong swimmer, it is very dangerous to swim at night. You will not be able to spot danger, and it makes rescue difficult.
- Wear a vest while rock fishing – If you plan to go rock fishing you should always wear a life jacket, suitable lightweight clothing and never fish alone.
- Marine creatures – Sharks often visit NSW beaches but more frequently visit at dusk and dawn, when there are schools or bait fish nearby or at river mouths. At more popular beaches there are often aerial patrols and lifeguards keeping an eye out who will sound an alarm if there is a shark in the area. It is also important to stay away from 'Bluebottles' (which are bright blue jellyfish) which can cause a lot of pain if you are stung.
- Do not take valuables to the beach – You should hide your valuables where possible or place them in a locker if available.
- Always 'Slip, Slop, Slap' (Even when not at the beach) – You should make sure you cover your skin and wear sunscreen to protect yourself from harmful UV rays and deadly skin cancer. The Australian sun is very harsh, and many people fall victim to sunburns and sun stroke.

For more information see: <https://beachsafetyhub.org.au/>

## Living in Sydney

Sydney is Australia's largest city and one of Australia's most popular destinations for international students.

### Climate

Sydney climate is temperate with warm summers and mild nights. Winters are not extremely cold and there are many sunny days. This allows Sydneysiders to enjoy living a healthy, outdoor lifestyle.

### Language

Nearly 23% of Sydneysiders speak a non-English language at home. There are more than 250 languages spoken in Sydney.

### Public Transport

Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network.

You can use your Credit Card or get a free Opal smartcard ticket to load funds for use on trains, buses, ferries and light rail.

For more information, visit <https://www.cityofsydney.nsw.gov.au/sydney-visitors-guide>

### Sydney and surrounds

Sydney has a lot to offer and is known for its architecture, shopping, food, events and beaches.

There are many famous beaches nearby – Bondi Beach, Tamarama Beach, Coogee Beach, Maroubra Beach as well as some beaches a little further away, such as Cronulla Beach, Manly Beach and Palm Beach where Home and Away is filmed.

Make sure while you are here to take the opportunity to take a ferry ride over to Taronga Zoo or Manly, stroll through the Botanical Gardens, explore Darling Harbour Walk across the Sydney Harbour Bridge, or even better – Take a walk on top of the Harbour Bridge!

The City of Sydney also offers plenty of shopping experiences such as Westfield Pitt Street Mall, World Square Shopping Centre, Queen Victoria Building and Market City (which hosts Paddy's Markets on Thursday-Sunday each week).

To find out more about Sydney, about events and what is happening in Sydney see:

[www.whatson.cityofsydney.nsw.gov.au](http://www.whatson.cityofsydney.nsw.gov.au)

[www.visitnsw.com](http://www.visitnsw.com)

## Your Student Visa

### Student Visa Requirements

On a student visa you must ensure you meet your Student Visa requirements for all courses you are enrolled in. See <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500> for more information about your Student Visa. Your conditions include (but are not limited to):

#### Maintain course progress

NCCS must monitor the course progress of all students and report on any non-compliance with Visa requirements to immigration via cancellation of your Confirmation of Enrolment (CoE). Student Course Progress requirements are discussed during the compulsory Student Orientation.

See the sections [Course Progress Requirements](#) and [Student Course Monitoring](#) for more information how NCCS monitors Student Course Progress.

#### Attend your classes

Students on a Student Visa are expected to study at least 20 hours per week.

#### Pay your tuition fees on time

It is a condition of your student visa that your fees are paid on time. NCCS must report on any non-compliance (non-payment of tuition fees) to immigration via cancellation of your Confirmation of Enrolment (CoE).

See the section [Paying your Tuition Fees](#) for more information about how to pay your fees at NCCS.

#### Maintain your Overseas Student Health Cover (Health Insurance)

All student visa holders must have Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

OSHC is insurance that assists international students to meet the costs of medical and hospital care that you may need while in Australia. OSHC will pay limited benefits for pharmaceuticals and ambulance services. OSHC is a mandatory requirement for all international students (except those from Belgium) under the conditions of the student visa. **You must not arrive in Australia before your health insurance starts.**

If you are in Australia and do not have adequate health insurance, you are in breach of visa condition. You must maintain adequate arrangements for health insurance during your stay in Australia. For more information visit The Department of Health website [www.health.gov.au](http://www.health.gov.au) or phone 1800 020 103 or (02) 6289 1555.

#### Updating your student contact details

It is important that the college is always updated with new/existing contact details i.e. residential address, email, phone number etc. This also include the contact details of your Emergency Contact person. You must notify the College by completing the 'Change of Student Contact Details form' within seven (7) days of the change. All relevant procedures, documents and forms are available on our website [www.nccs.nsw.edu.au/policies-and-procedures](http://www.nccs.nsw.edu.au/policies-and-procedures).

Student can also update their contact details on their Student Portal (See section [Student Portal Access](#)). Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TPS.

#### Restricted transfers between colleges

Students are restricted from enrolling in another course with another provider if you have not completed six (6) months of your principal (this is usually the highest and last qualification you will study) for which their visa was granted.

NCCS will also not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of his or her principal course of study.

Student's wishing to transfer to study at NCCS before completing six (6) months within their principal course will need to apply for a 'Conditional' Letter of Offer from NCCS before applying for release with their current provider. If the principal provider does not

agree to the Release or does not Release the student to study at NCCS then NCCS will not be able to enrol you. See '[Student Transfers](#)' for more information about how NCCS processes these requests.

### Restrictions on Work

You should always refer to your visa for your work rights, as these are dependent on the conditions of your visa.

While on a Student Visa (500), students are limited to working 48 hours per fortnight (2 weeks) while in session. However, while on a scheduled break, you may request for a Letter from the College to allow you to work more than 48 hours per fortnight.

### Fair Work Australia

All workers in Australia have rights and protections at work, this includes foreign nationals. Your employer must comply with Australian workplace and immigration laws. Pay rates and workplace conditions are set by Australian law.

All employers must provide employees with a copy of the Fair Work Information Statement (<https://www.fairwork.gov.au/sites/default/files/migration/724/Fair-Work-Information-Statement.pdf>)

Additionally, all employers must provide casual employees with a copy of the Casual Employment Information Statement (<https://www.fairwork.gov.au/sites/default/files/migration/724/casual-employment-information-statement.pdf>)

If you have any questions or feel you are not being treated fairly at work, contact The Fair Work Ombudsman on 13 13 94 or visit [www.fairwork.gov.au](http://www.fairwork.gov.au).

### Privacy and Documents Management

#### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

#### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### **How we disclose your personal information**

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact New Cambridge College Sydney to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact NCCS on 9212 6650 or email [info@nccs.nsw.edu.au](mailto:info@nccs.nsw.edu.au)

## **Important Information**

### **ESOS Framework**

The Education Services for Overseas Students (ESOS) framework ensures quality and protects international students.

For further information about studies for international students in Australia, we recommend you read the following fact sheet in the link below issued by 'Department of Education, Skills and Employment' ([www.docs.education.gov.au/node/39586](http://www.docs.education.gov.au/node/39586))

### **The National Code 2018**

The National Code of Practice for Providers of Education and Training to Overseas Students (the National Code) is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is a legislative instrument. Breaches of the National Code by providers can result in enforcement action under the ESOS Act.

### **Tuition Protection Scheme (TPS)**

The 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 will ensure that international students are able to either:

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

### **Provider default on delivery of qualification**

Under the Tuition Protection Service (TPS) framework, if in the unlikely event that NCCS is unable to fulfil its obligations to deliver your course, the TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpired tuition fees (i.e. tuition fees student has paid for but has not been delivered by the provider).

For information about 'Tuition Protection Service' role, see <https://www.education.gov.au/tps>

- New Cambridge College Sydney defaults if the course they offer does not start on the agreed starting date.
- New Cambridge College Sydney defaults if the course stops being provided before that is completed or the course is not provided fully to the student because the provider has had a sanction imposed. If New Cambridge College Sydney defaults, NCCS refund will be paid to you within 14 days after the default day upon receipt of your Refund Application Form.

New Cambridge College Sydney will give a statement that explains how the refund amount has been worked out.

## How to Enrol to Study at NCCS

### Student recruitment, selection and enrolment procedure

NCCS enrolls students who are over 18 years of age and meet the entrance requirements of the course/s they want to undertake.

Student must provide information about their past Academic studies (In Australia or their home country) as well as their current English language ability (Completed within the last 2 years).

Many International Students use an Education Agent to assist them find a suitable course and provider for their studies and help them to gain or extend their Student Visa and enrol in their course/s with their selected provider.

#### Step 1 - Research

Prior to enrolling, students should make sure they do their own research to ensure they are able to make an informed decision about life in Australia, the agent to enrol with, the College they wish to study at and the course/s they want to study (including entrance requirements).

The individual entrance requirements of each course can be found on the NCCS website [www.nccs.nsw.edu.au/courses](http://www.nccs.nsw.edu.au/courses).

NCCS provides students with as much information as possible prior to enrolment and will only be able to enrol students who have the required English language abilities and are able to meet the academic requirements of the course.

#### Step 2 – Enrol and Digital, LLN Requirements

Students must complete a '*Student Application Form*' and provide all required evidence to show they are able to meet the entrance requirements of their course. All sections of the '*Student Application Form*' must be completed before the student signs the document.

The required evidence is listed on the '*Student Application Form*'.

If a student is applying for a Visa or a Visa Extension based on their enrolment with NCCS, there will be further information that will be required to ensure the student meets the [Genuine Student Requirements](#) (GS).

As part of our enrolment process, all students must meet language, literacy, numeracy and digital literacy (LLND) requirements. If a student's previous qualifications, as evidenced during the application process, do not meet these requirements, they will be required to complete a LLN and Digital Literacy assessment.

A link to the assessment test will be provided, along with a due date for completion. Once the assessment is submitted, the results will be reviewed, and the student will be notified of the outcome. Further guidance or support will be provided based on the score achieved.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

#### Step 3 – Course Entry Interview

All students are required to complete a Course Entry Interview to determine their suitability for the course they intend to enrol in. This interview is recommended to be conducted face-to-face. However, in cases where this is not possible, it may be conducted over the phone.

At the conclusion of the interview, students will be provided with the outcome of the interview, any additional support that may be required, and an overview of the course they are enrolling in.

#### Step 4 – Letter of Offer

Once an application and evidence has been received and assessed, NCCS will issue a 'Full' or a 'Conditional' Letter of Offer (Conditional pending further information or evidence).

The '*Letter of Offer and Written Agreement*' will provide details about:

- Your personal details

- The courses you are enrolled in, including the course start date, location, modes of study, entrance requirements (including language requirements and prerequisite course or units)
- Your Compulsory Orientation date
- Your payment schedule, including amounts to be paid, payment periods and payment options
- The terms and conditions of your enrolment
- Non-tuition fees and refundable amounts
- Relevant compliance information, including disclosure of personal information and Provider Default
- Student Declaration

Students must read through this information carefully and sign the document. If any details are incorrect, this must be notified to the College straight away.

### Step 5 – Formalisation of Enrolment

Once the '*Letter of Offer and Written Agreement*' has been signed it must be return, in full, along with any further required information and payment of your first instalment

(Note: Students must keep copies of their written agreement and receipts of any payments made to the College).

NCCS will then issue an Electronic Confirmation of Enrolment (An 'e-CoE', or otherwise known as a 'CoE') for all courses the student will undertake. The CoE is the official document that confirms enrolment with NCCS. This document is required by Immigration before a visa is granted.

### Step 6 – Attend Orientation

All students must attend their Compulsory Orientation Day. Your Orientation date can be located on your Letter of Offer.

NCCS will send you email reminders about your Orientation in the weeks before your Orientation Day. We will also send you a text message the day before your Orientation.

If you cannot attend your Orientation, you must notify the College directly straight away.

If you fail to start your course on time and do not make an attempt to notify the College of your new start date, the College must notify your non-commencement to Immigration.

## Education Agents

NCCS works with a number of Education Agents to support the recruitment and enrolment of students to its courses.

We have agreements with all our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

It is important to NCCS that our Education Agents understand the requirements of International Students and work with NCCS to ensure our student's experience is positive and supportive to their needs.

A list of our agents can be found on our website [www.nccs.nsw.edu.au/agents](http://www.nccs.nsw.edu.au/agents)

## Studying at NCCS

### Student ID

All students are Issued with a unique Student ID number that is used for reference within the College.

Students are also issued with a Student ID card containing their picture and the course end date. Student pictures are taken during Orientation with the ID card being made available from Reception within the next week or so.

If a student requires a reprint of their Student ID card (lost or stolen) there is a \$10 reprint fee.

**Note:** Student ID cards do not give student's access to concession prices on Public Transport (Rail, light rail, buses, ferries).

### USI (Unique Student Identifier)

All students must have a USI and provide it to the College.

A USI is a Unique Student Identifier that is issued by the Australia Government to all student's studying in Australia. Student must register for their USI on the USI website ([www.usi.gov.au](http://www.usi.gov.au)).

The USI links to an online account which contains all your training records which you have completed at any Register Training Provider.

One of the main benefits of having a USI is having easy access to your training records and transcripts. When applying for a job or enrolling in further study, you often need to provide these records. You will be able to access your USI account online anytime from your computer, mobile phone or table.

NCCS collects student USIs at the enrolment stage and during Orientation. If you are unsure if you have a USI or would like to create one yourself, please see the USI website.

NCCS Staff will also assist students during Orientation.

### Student Portal Access

Students have access to their Student Portal where they can:

- Check Invoices and Payments
- Check Contact Details
- View Received messages
- Check their course progress
- Check their course details (future, current and past enrolments)

Your student portal is accessed through the "Login" page of the NCCS website [www.nccs.nsw.edu.au/login](http://www.nccs.nsw.edu.au/login)

### Communication

NCCS sends regular communication emails to students, including official College notices and warning letters. It is important that your email address is registered correctly and that you are able to receive emails from the College.

If you do not receive any emails, please let Student Services know straight away.

NCCS also sends SMS/Text Messages to student's mobile numbers, and we will also attempt to contact you by mobile if there is anything important that needs to be discussed.

### Office 365 account allocation

All students are provided with an Office 365 account upon enrolment. This account is used for all official communication and provides access to tools such as Microsoft Word, Excel, PowerPoint, Outlook, and more, which can be used for study purposes.

To ensure important information is not missed, emails are sent to both the student's Office 365 email and their personal email account. Students are expected to check their emails regularly and use their Office 365 account for all course-related communications and tasks.

## Term structure and scheduled breaks

NCCS's Academic year is split up into 6 terms of 6 weeks, with 4 scheduled breaks of 4 weeks in the year.

The standard structure is as follow:

<b>Term 1</b> (6 weeks)	<b>Term 2</b> (6 weeks)	Break (4 weeks)	<b>Term 3</b> (6 weeks)	Break (4 weeks)	<b>Term 4</b> (6 weeks)	Break (4 weeks)	<b>Term 5</b> (6 weeks)	<b>Term 6</b> (6 weeks)	Break (4 weeks)
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During the Term the students are required to attend their classes and complete their assessment/s by the due date. Depending on the qualification and the term, there may be 1 or more different units being delivered.

NCCS's Academic Calendar, including specific term and holiday dates, can be found on the website at [www.nccs.nsw.edu.au/fees-and-dates/](http://www.nccs.nsw.edu.au/fees-and-dates/)

## Course Delivery and mode of study

### Blended Learning

NCCS delivers training and education to students in a classroom-based environment, with a blended learning approach which incorporates workplace scenarios and online learning tools.

A number of approaches to course delivery are used which include trainer led classroom-based delivery and classroom-based activities. The trainer will provide you with training covering topics related to your unit of study and specific instructions regarding your assessment and due date.

During class time, you will be expected to participate in the class by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations. You must attend your classes regularly and on time and participate in class activities.

These tasks allow your trainer to assess your current progress as well as give the trainer the opportunity to provide you with further instructions or clarification if required. Most units will also require for specific skills to be demonstrated, which is usually completed within the Classroom-based environment.

### Attendance and 'Homework' requirements

Students are required to study 20 hours per week with 14 hours classroom based (Face-to-Face) and 6 hours of structured self-paced study per week.

Students must attend classes on time and notify the College and their trainer of any absence as soon as possible.

Students will also be expected to complete unstructured research and self-directed learning as "homework" each week. This unsupervised work will be a combination of reviewing the additional resources and readings provided (Documents, links and YouTube videos) and own research to further understand content, respond to learning materials and complete assessment tasks.

### Google Classroom

Coursework and assessments are submitted through Google Classroom, a learner management system developed by Google that allows institutions to simplify the learning experience in a paperless form. Google Classroom combines Google Drive for online storage of document, Google Docs, Sheets and Slides for writing, Gmail for communication, Google Calendar for scheduling and Google search to source information. Trainers can monitor the progress of each student and can also assess your work online. The work can also be returned to you with comments from the trainer.

## Assessment

NCCS uses a variety of assessment approaches which can include observation of performance in class, case studies, projects, assignments, presentations and/or role plays within simulated workplace environments

The context of a simulated workplace environment will be incorporated into delivery and be specific to the unit delivery requirements. Students will complete tasks to appropriate workplace standards using equipment, tools, technology, workplace conditions, legislation, quality standards and approaches which align with the contexts and activities indicated in the units of competency.

At the beginning of each unit your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

In Vocational Education and Training (VET), your Final Result will be either Competent ('C') or Not Yet Competent ('NYC'). Individual assessments tasks will be marked as either Satisfactory ('S') or Not Yet Satisfactory ('NYS').

All work (Including assessment activities, practice tasks and skills demonstration) must be submitted in the correct format (E.g. Google Docs, etc) and to a Satisfactory level ('S') for a student to be deemed Competent ('C') in the unit.

If a student is not present in the classroom for the delivery and classroom-based assessment portions of the unit, the trainer is unable to assess the student as 'C'.

It is important that students make every attempt to attend all of their classes and arrive on time so that they do not miss out on any information or observation-based assessments. Students must also ensure they complete any allocated work by their trainer.

If you have any questions or concerns about your assessment activities you should discuss this with your trainer in the classroom.

### CHC52021 Work Placement Requirements

Within the CHC52021 Diploma of Community Services course, students will be required to complete a work placement of a minimum of 200 hours is required within a workplace as detailed in the assessment requirements of the following units:

- CHCCSM013 Facilitate and review case management (100 hours)
- CHCDEV005 Analyse impacts of sociological factors on people in community work and services (100 hours)

Students will complete project portfolios for each of the units above after gaining practical experience and while the experiences are fresh in their minds. They may also use their workplace experience to complete project portfolios for other units.

Students are required to secure their own work placement to achieve the 200 hours of work placement required for this course. This may be secured on their own, or with the assistance of the College. Work placement agreements will be signed with participating organisations and a facilities and equipment check will take place prior to the agreement being signed.

Workplace supervisors are required to endorse each student's logbook to confirm they have completed the required service period hours. Workplace supervisors will be suitably qualified being qualified professionals in their role.

Students must undergo suitable checks (e.g., police checks) prior to placement which will be at the student's own cost. Immunisations may also be required – this will be advised by the student's workplace.

### Assessment submission and reassessment

Assessments must be submitted to the trainer via Google Classroom by the due date, which is the last date of delivery of the unit. The due date can be found on Google Classroom and is also advised by the trainer in class.

Trainers will assess students work and provide notes and feedback, along with the final result. Students can also view this feedback provided at any time, on Google Classroom.

Students can view their results at any time on their Student Portal. See the section '[Student Portal](#)'.

## Non-completion/non-submission of Assessments

If you do not make a satisfactory attempt to complete and submit your assessment in full by the due date you will be deemed NYC for the unit of competency. You will need to undertake Reassessment in the unit and pay a Reassessment Fee at the maximum cost of \$250 per unit.

## Reassessment

Students who do not pass their subject will receive an email from the College notifying them of their NYC result.

If you have submitted your assessment but are deemed Not Yet Competent (NYC) due to 1 or more Tasks not being 'Satisfactory', you will be sent an email notifying you of your Free Reassessment to be completed within the first week. If you do not submit within the stated deadline in the email, you will need to organise a meeting with Student Services and will need to pay the Reassessment Fee.

If you do not make a satisfactory attempt to submit your work, or were not actively present in class enough for your trainer to be able to assess your demonstration of skills, you will be notified to attend the College within the following week to organise your reassessment and pay a Reassessment Fee at the maximum cost of \$250 per unit.

Any reassessments that are not completed within the reassessment timeframe will be charged the reassessment penalty fee (Max. \$250 per unit).

If a student is unable to demonstrate Competency in a maximum of 3 attempts, or does not reassess within a reasonable timeframe, they must repeat the subject via extension to their course or 'Catch Up'.

If students do not reassess their NYC subject/s they will not be able to complete their qualification. See the section [Completion within expected duration](#).

## Catch up

Catch up work is provided to students on an appointment basis where a student requires to work with a trainer or academic support staff outside of regular scheduled class times.

In many cases a student is required to attend catch up classes due to the trainer deeming the student NYC during the term due to skills not being demonstrated in the classroom (See the section '[Assessment](#)' for further information about how NCCS assesses its students).

If a student is not present in the class and is unable to be assessed during the allocated timeframe, an alternate timeframe must be allocated to the student at the cost of \$250 per unit.

## Extensions

Students who require additional time to submit an assessment need to speak with their trainer first. If a student is making a satisfactory attempt to attend all their classes and complete their assessments, they may be considered for an extension via a free reassessment.

Extensions cannot be granted after you have been deemed NYC. Any requests for an extension must be made in writing and before the last week of the term.

Students may also be considered for an extension via reassessment if the student was unable to submit their work on time due to compassionate or compelling grounds. If a student ever experiencing this difficulty, they should make contact with the College (via email or phone call) and provide relevant evidence to support their request.

Under Deferment/Suspension or Intervention efforts, the College may also extend the student's CoE if there are compassionate or compelling grounds. See the section '[Deferring, suspending or cancellation your enrolment](#)'.

## Academic Integrity (Copying and Plagiarism and AI Use)

Students must not copy or "steal" another person's ideas and/or work and passing it off as your own. This includes:

- Copying someone else's work

- Copying someone's work and changing a few of the words
- Paying someone to do your work
- Using an idea from a text without proper referencing

Doing an assessment **together** with your friends and handing in identical assessments is **Copying**.

Handing in someone else's work as your own individual work is **Plagiarism**.

At NCCS we use Google's 'Originality Report' to identify and detect plagiarised work.

Any students who have been found to be copying or plagiarising other's work will be deemed 'Not Yet Competent' in the unit. Students will need to reassess the unit and complete additional work. Students will also be charged the maximum reassessment fee of \$250 per unit. Continued misbehaviour will result in an official warning notice being issued which may lead to the student's suspension or reporting to Immigration.

### Ethical Use of AI and Academic Integrity

The use of AI in academic work must align with NCCS values of integrity, transparency, and personal accountability. Students are encouraged to use AI tools for brainstorming, idea generation, or learning enhancement, but the submission of AI-generated content must be done transparently and responsibly.

Using AI-generated content without appropriate attribution or passing off such work as your own constitutes academic dishonesty and will be treated as a violation of our institution's Academic Integrity policy.

While AI is a powerful tool for learning, it should not replace critical thinking, creativity, or the development of your own work. Relying solely on AI-generated content, without adding your personal insights or analysis, undermines your academic growth and will be considered unethical.

Please refer to the Academic Integrity Policy located on our website <https://nccs.nsw.edu.au/policies-and-procedures/> for further information.

### Recognition of Prior Learning (RPL) / Credit Transfer

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). If student have achieved a unit of competency already, they may request Credit Transfer for that unit towards their new course.

Successful grants of RPL or Credit Transfer do not count towards a student's course duration and the course timeframe will be reduced. Ideally this should be requested at time of application, so the College can enrol you with the required course duration (after RPL/Credit Transfer has been taken into account). If RPL/Credit Transfer is granted after the student enrolls, the student will be charged for CoE reissuance as well as relevant fees for the application (as mentioned below) and they will need to sign a new Letter of Offer and Written agreement with the revised course duration and payment plan.

#### RPL

An essential requirement of RPL is that you can prove that you **currently** have the required competencies. This application must be made using the RPL application form and will be charged \$500 Administration for the application and \$250 per unit assessed.

If the evidence provided by student is not adequate to match his/her academic transcript or work experience, then student may be granted permission by the Principal Executive Officer to go for an express class upon recommendation by relevant academic staff. If this happens, then students are required to complete all the relevant Assessments for each relevant unit of competency either by attending the classes or on his/her own or both to address any specific problems completing all the relevant assessments.

#### Credit Transfer

Students who have completed identical, or equivalent units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

## Course Progress Requirements

NCCS has a requirement to monitor students' course progress and ensure students complete within their course duration (The timeframe included on the student's CoE).

The College must provide intervention strategies to students at risk of failing to meet course requirements and report students who have breached the course progress requirements.

NCCS's Student Course Monitoring Policy is available on the College's website under Policies and Procedures

<http://nccs.nsw.edu.au/policies-and-procedures/>.

- At NCCS students must pass ('C') more than 50% of the units they have studied in two (2) consecutive study periods.
  - A study period is a study term (6 weeks) plus the holiday at the end of the study term (if applicable). See the section [Term structure and scheduled breaks](#) for information about the study periods at NCCS.

## Students at risk

Before a student is issued with any warning notices, NCCS identifies students at risks and offers them opportunities for reassessment, catch classes or additional guidance and support through Academic Counselling.

- If a student receives a NYC result, NCCS will notify the student by email and provide the student with an opportunity to reassess the unit.
- Students who are struggling with the course can speak with the Academic Coordinator or the Student Services Manager at any time
- Students may also request extension to assessment
- Trainers may also refer students to the Academic Coordinator or the Student Services Manager for additional support or counselling
- Trainers are also notified of any students with NYC results so that they can encourage the student to reassess their unit and also provide them with extra support and assistance in the class.

The College also provides students with the following information to assist them to be aware of their progress and manage their studies:

- Access to the Student Portal to confirm unit results
- Emails to students who are not attending classes regularly
- SMS and phone calls to students who have not attended classes
- Emails to students who receive NYC results
- Notices to Trainers to assist with follow up of students with NYC Results
- Contact calls made to students
- Contact calls made to agents
- SMS to students with Intention to Report notices
- Catch up classes

## Course Progress Monitoring

The monitoring process will start after the student finishes their second term of study. If a student has not passed more than 50% of their units after their second study period, the monitoring process will begin.

NCCS will issue two (2) Academic Warning notices before an Intention to Report is issued (via email) to the student.

Monitoring commences in Week 3 of the following study term:

- Week 3 – Issue Academic Warning 1
- Week 5 – Issue Academic Warning 2
- +2 Weeks – Issue Intention to Report Notice

If a student receives any of these Warning notices they must attend the College for a Student Intervention Meeting with the Student Services Manager as soon as possible.

## Intervention and appeals

During the Intervention Meeting the student will be given an Intervention Plan and offer of additional support, such as:

- Opportunities for reassessment
- English language support
- Academic Counselling
- Individual Study Plans to assist them to catch up
- Assessment extensions, where possible
- Additional support in 'Catch up' or tutorial classes
- Providing referral to additional support services for personal issues

If a student receives an Intention to Report notice they have student 20 working days to appeal. The student must complete a *'Complaints and Appeals form'* to appeal the Intention to Report notice. (See section [Complaints and Appeals](#)).

If a student appeals the College will maintain the student's enrolment while the process is ongoing.

If a student has a successful appeal, they may be offered an extension to their course. Extension can be provided to the student in circumstances which include (but are not limited to):

- Medical grounds
- Exceptional/compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).

In these cases, the student's CoE and enrolment will be extended and the student will need to pay \$1000 per term plus a \$100 fee to reissue the CoE.

**If a student's CoE is extended, you should contact Immigration to seek advice on any potential impacts on your visa, including the need to obtain a new visa.**

If a student withdraws from the appeals process, does not appeal or agree to the relevant intervention strategy during the 20 working days, the College must cancel the student's CoE/s and report the breach to Immigration.

## Completion within expected duration

NCCS will email students in their last term to remind them their end date is approaching. If the student is studying further with NCCS they will also receive an invitation to attend Orientation again.

If a student receives an NYC result in their last term they must undertake reassessment straight away. If a student's course is finalised with a Statement of Attainment (Partial qualification), the student can request to reenrol into the qualification to complete their remaining units via reassessment.

If approved, the student may be charged an enrolment fee of \$200 and reassessment costs.

A student may also extend their course to repeat a term or subject which is usually done under compassionate or compelling grounds as mentioned in the section [Deferment/Suspension](#) or the [Student Course Monitoring](#) section above. In the case where a student requires additional time for studies, they may be charged \$1000 per term for course extension, see section [Intervention and appeals](#) above.

## Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. The student must contact the relevant institute regarding the specific program they want to enrol with including any available credit transfers.

## Payment of Tuition Fees

It is a requirement of your Student visa and enrolment that you pay your tuition fees on time. NCCS must report on any non-compliance (non-payment of tuition fees) to immigration via cancellation of your Confirmation of Enrolment (CoE).

If you do not pay on time you will be issued with two payment reminders and one official warning notice before an Intention to Report notice is issued.

All of the fees payable (tuition and non-tuition fees), as well as your payment instalment amounts, and schedules can be found on your Letter of Offer and Written agreement. You can also find the dates of our standardised quarterly payment at [www.nccs.nsw.edu.au/tuition-fees-and-key-dates](http://www.nccs.nsw.edu.au/tuition-fees-and-key-dates)

NCCS will email you payment reminder notices as your payment due date approaches.

NCCS accepts direct transfers to our bank account only. No cash or other form of payments are accepted.

Payments can be made either directly to the College or to your agent. If paying to the College directly, please transfer the amount to our bank account electronically or you can make the payment at any bank. Once the payment has been made, please send your receipt to [admissions@nccs.nsw.edu.au](mailto:admissions@nccs.nsw.edu.au) or provide a copy of the receipt to Student Services.

If you are not able to pay your tuition fees on time you may request an extension, otherwise you may receive a late payment fee of \$144 per week that the payment is late.

If a student is experiencing financial difficulties they may request a payment extension in writing, documenting the reasons for the extension as well as the date/s and amounts the student would like to pay (Payment plan). Students requesting a payment extension will need to pay a \$30 payment extension plan fee per part payment.

## Non-Tuition Fees

Please note the non-tuition fees may change over the duration of your course:

• Administration Fee (cancellation/refund)	\$500.00
• Cancellation Fee	\$250.00
• CoE Extension (Per term)	\$1,000.00
• CoE Reissuance Fee	\$100.00
• Credit Transfer Fee (per unit)	\$100.00
• Deferment/Suspension of course (Per term)	\$500.00
• Document Fee (Reissuance/Hardcopy/Urgent requests)	\$50.00
• Enrolment Fee	\$200.00
• Enrolment Fee (Offshore Applications)	\$250.00
• IT Resource Fee	\$400.00
• Late Orientation Fee	\$50.00
• Late Payment Fee (Per each overdue week)	\$144.00
• Payment extension plan fee (per part payment)	\$30.00
• Reassessment Fee (per unit)	\$250.00
• RPL Assessment Fee (per unit)	\$250.00
• Student ID Reprint Fee	\$10.00

## Document Issuance

A student may require supporting documents from the College during their enrolment for a number of reasons, which may include:

- Visa support letter (For a relative visiting in Australia)
- Course Progress/Course completion letter
- Interim Transcript
- Student Leave Letter (During College break)
- Final Documents (Certificate, Transcript, Statement of Attainment)

Any student's requiring any documentation should speak with Student Services or complete a *Document Request Form*.

All documents will be issued electronically, including Final Documents (Certificate, Academic Transcript or Statement of Attainment). If students would like to receive their Final Documents in hardcopy (printed format) a \$50 Certificate Issuance (hardcopy) fee will be charged.

Any Final Document requiring reissuance/reprint, requests for archived students (before 2016) or urgent processing (within 2 days) will be charged a fee of \$50.

## Feedback and Continuous Improvement

Feedback is a highly important part of ongoing progress of the college. Sharing feedback with your peers, trainers and other college staff are great opportunities for students to contribute towards better training experience for all current and future students. By doing this, students are creating an environment where feedback is viewed as an opportunity for growth. Students are encouraged to provide feedback whenever they feel it is necessary this allows the College to venture on a quest for continuous improvement.

Student can provide feedback through completing various surveys implemented on an ongoing basis or by completing relevant form available through Student Services.

## NCCS Policies and Procedures

A summary of relevant Policies and Procedures can be found below.

### Student Code of Conduct

#### Student rights

The Student Code of Conduct requires the following rights to be respected and adhered to at all times by students. Students have the right to:

- be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- be free from all forms of intimidation
- work in a safe, clean, orderly and cooperative environment
- have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- work and learn in a supportive environment without interference from others
- express and share ideas and to ask questions
- be treated with politeness and courteously at all times.

#### Student Responsibilities

All student must:

- Follow College policies including anti-discrimination, harassment and electronic data policies
- Cooperate with fellow students, trainers and staff
- Be punctual to all scheduled classes
- Restrict private telephone calls to scheduled breaks and keep mobiles on silent or off for the duration of the class.
- Handle NCCS property with due care and diligence
- Comply with the requirements of their student visas and contact Student Services if there are any problems relating to their course or studies at NCCS.
- Not influence students, staff or stakeholders in any way which is detrimental to the College's goals and objectives.
- Not provide or spreading false, misleading or unsubstantiated information to stakeholders.

### Student Behaviour

For non-compliance with the Student Code of Conduct the following procedure for discipline will be followed:

- The Student Services staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file (Step 1)
- Where the issue or behaviour continues, students will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file (Step 2)
- If the issue or behaviour continues, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file (Step 3)
- After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
- Any suspension or cancellation will be undertaken in accordance with the College's Deferral of commencement, suspension of studies, cancellation of enrolment policy and may affect the status of a student's visa.
- At any stage of this procedure, students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise. For more information, see relevant document on NCCS website.

## Access and Equity

This is a policy which ensures that the College is open to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may be presented as a barrier to access. Access and equity policies must always be met by all staff working at the College.

## Diversity and Inclusion

At NCCS, we are committed to promoting cultural diversity by valuing and embracing the wide range of cultures, perspectives, skills, and experiences that our students, staff bring to our community. This inclusive approach enriches our learning environment and supports mutual respect and understanding.

We acknowledge and pay our respects to the Traditional Custodians of the land on which we live, work, and learn. We recognise the continuing connection of Aboriginal and Torres Strait Islander peoples to Country, culture, and community, and we honour their rich histories and contributions.

## Health, Safety and Student Well-being

NCCS ensures a safe and healthy environment for all staff, students and visitors in the College, and we are committed to protecting our staff and students from harm to health, safety and welfare by managing any risks identified.

Students should take responsibility for their own health and safety in the College and raise any safety concerns to NCCS staff straight away.

NCCS recognises that each student's journey is unique, and we are dedicated to supporting each of our students.

Should you wish to discuss any concerns, you are encouraged to book a confidential appointment with our advisor or contact us via email at [wellbeingsupport@nccs.nsw.edu.au](mailto:wellbeingsupport@nccs.nsw.edu.au)

Further information, including available support services and resources, can be found on the Health, Safety and Well-being page of our website: <https://nccs.nsw.edu.au>

## Disability

NCCS aims to provide a supportive and inclusive environment for all students. We encourage students to make us aware of any personal, medical, or disability-related circumstances that may require additional support during their time at college.

Where appropriate, individual support plan may be put in place to help meet individual needs and ensure that the student has equal opportunities to succeed.

All information shared will be handled confidentially, sensitively and respectfully.

## Complaints and Appeals

The Complaints and Appeals process is explained to students during their compulsory Orientation (See section [Orientation](#)).

To ensure that all student matters are dealt with promptly and appropriately, students should speak with their Trainer or Student Services if there is anything they want to discuss or bring to the College's attention. Often matters can be resolved on the spot.

If the matter is serious or requires ongoing attention then staff will provide students with a *Complaints and Appeals Form*, students may also access this through our website under [www.nccs.nsw.edu.au/policies-and-procedures/](http://www.nccs.nsw.edu.au/policies-and-procedures/).

The *Complaints and Appeals Form* can be used for such things as:

- Reporting a complaint or incident
- Requesting improvement within the College
- Requesting a review of an assessment result (Note: This is different to requesting reassessment)
- Requesting to appeal an Intention to Report to Immigration
- Requesting a review of the outcome of a previous complaints and appeals form or an unresolved complaints and appeal

Students also have access the Ombudsman for external complaints and appeals.

The Ombudsman:

- investigates complaints about problems that intending, current or former overseas students have with private Australian education providers
- 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 we identify through investigations.

For more information see: [www.ombudsman.gov.au/about/overseas-students](http://www.ombudsman.gov.au/about/overseas-students)

New Cambridge College Sydney dispute resolution process do not circumscribe the student's right to pursue other legal remedies. This agreement and availability of complaints and appeal processes does not remove the right of the student to take action under Australia's consumer protection laws. The refund policy is subject to review from time to time.

## Complaints Process

NCCS uses an escalation system for dealing with Complaints. Any students wishing to raise a complaint should:

### Step 1 – Discuss with staff

The student should discuss the issue with their Trainer or a member of staff to discuss details of the complaint. During this time the student and staff member will attempt to resolve the matter with the student. If it is not able to be resolved a '*Complaints and Appeals Form*' should be provided to the student.

### Step 2 – Complete a '*Complaints and Appeals Form*'

The student can request a '*Complaints and Appeals Form*' from Student Services or download it from the NCCS website.

The completed '*Complaints and Appeals Form*' should be provided directly to the RTO Manager either in person or via email.

### Step 3 – Meet with the RTO Manager

During the meeting the Student and the RTO Manager will discuss the details of the complaint and take note of any further details and decided on a completion timeframe. The student may also discuss how they would like to see the complaint resolved.

(Note: Students may bring a support person to any meeting at the College, so long as the person is not directly involved in the matter being discussed).

### Step 4 – Take action

The RTO Manager will decide, in consultation with the Principal and relevant staff, action to be taken and ensure all actions are carried out in a timely manner.

Action may involve meeting separately with any other person involved with the complaint.

### Step 5 – Review action taken and close out complaint

Once suitable action has been taken, the RTO Manager and the Student will meet to discuss the action taken and determine whether any further action is to be taken.

If the student is happy and the complaint has been resolved, the complaint may be closed out.

If the student is not happy with action taken they may either commence the Complaints and Appeal process again or take the matter to the Ombudsman.

### Critical Incidents

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury, and may include:

- Missing students (extended absence/uncontactable)
- 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
- Serious work issues or abuses.

NCCS's Critical Incident Procedure is in place to assist you during this difficult time. If you face any difficulties please speak with the Student Services and Admissions Manager at any time.

A list of important contact numbers is provided on the noticeboard and in the last page of the document to access at any time.

If a student is injured and requires medical treatment, the priority is to take the appropriate rest and treatment before commencing routine activities. Ensure that once you are well, you fill out an '*Accident and injury report form*' highlighting the details of your misadventure. Please bring this to the college once you are fit to continue studies.

### Student Transfers

As provided under [Student Visa Requirements](#), you are restricted from transferring if you have not completed 6 months in your principal course.

If you are thinking of moving to a different education provider, students need to speak with NCCS staff first.

If you would like to transfer to another provider, you will also need to provide a letter of offer from the new provider. You must also attend a meeting at NCCS.

NCCS will grant students transfer request under certain circumstances, as detailed in the '*Student Transfers Policy*' which can be found on the NCCS website under the Policies and Procedures tab: [nccs.nsw.edu.au/policies-and-procedures/](https://nccs.nsw.edu.au/policies-and-procedures/)

Please note that NCCS will not be able to release a student once they have commenced the term. Students must also provide 30 days' notice and ensure they are meeting student visa requirements (payments, attendance, course progress).

A transfer to another course will not be granted where:

- Student fees are in arrears (Student must pay all due fees up until the end of the 1 term notice period)
- The student does not satisfy any of the situations mentioned above
- The proposed transfer will jeopardise the student's progression through a package of courses
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made
- There are no legitimate compassionate or compelling circumstances
- The transfer to the new course may be detrimental to the student's wellbeing, career or study objectives as stated in the student's original admissions application and the Genuine Temporary Entrant Statement.
- The student is applying to transfer to study at a lower AQF level
- The student wishes to transfer to another registered provider in a similar course delivered by NCCS

- The student wishes to transfer to another registered provider in a course of the same academic background as previously studied in Australia or home country
- The student wishes to enrol with another registered provider with the intention of gaining PR in Australia
- The student's personal statement is inconsistent with other information provided to NCCS
- personal statement is inconsistent with other information provided to NCCS

**If you intend to study a lower qualification level, you may need to apply for a new student visa. You should contact Immigration to seek advice on any potential impacts on your visa, including the need to obtain a new visa.**

## Deferring, suspending or cancellation your enrolment

### Cancellations

Students may wish to cancel their course for a number of reasons which may include:

- You do not want to continue studying as you have a new visa in effect with no study requirements
- You are returning home or moving to another country and want to cancel your student visa
- Your visa was refused, and you are returning home.

Students wishing to cancel their course must provide a request in writing using the 'Release Application Form' as well as relevant evidence. A \$500 Administration Fee and \$250 Cancellation Fee will need to be charged to process the cancellation. Please also be aware that NCCS cannot cancel a student's enrolment if tuition fees are owing.

Any student wishing to transfer to another provider should refer to the Student Transfers Policy on the NCCS website and [Transfers between Colleges](#). A letter of release will not be provided for student-initiated cancellations. If evidence of the Student's cancellation is required a copy of the cancelled CoE can be provided.

Any students cancelling their Student Visa are advised they should contact Immigration to request for their visa to be cancelled and to undertake necessary steps to claim their Superannuation.

### Deferment & Suspension

If a student requires extended leave from the College the student's course and CoE may require to be suspended or their course start date deferred. Students who wish to defer or suspend their studies during their course must apply to do so in writing to the College.

If the suspension will affect the student's ability to complete their course on time, the student's current course and CoE may be required to be extended and any following CoEs will have to be deferred. Deferment and Suspension can only be granted under compassionate or compelling grounds. Deferment may also include delays in visa approvals.

The College may also initiate deferment or suspension of your course for misbehaviour (see section [Student Code of Conduct](#)) or failure to meet entrance requirements of your course. This may include failure to meet the English language requirements or your course, or failure to achieve pre-requisite units or courses required for entrance into your course.

Any application for deferment or suspension must be made in advance before taking any leave and provide relevant and sufficient evidence that details the requirement and the duration of the requested leave.

The student will be required to pay a fee of \$500 per term that the course is deferred/suspended. For any leave affecting the student's completion date, a \$100 CoE reissuance Fee will be charged, and a revised Letter of Offer will be provided for the timeframe remaining after the student returns from their leave.

Students who do not meet the entrance requirements of their course may be required to defer their course start date and undertake any additional required studies (either with NCCS or another provider) at the student's own cost.

**Students should be aware that any changes to their CoEs may affect their visa and the student's ability to complete their course within the visa timeframe. You should contact Immigration to seek advice on any potential impacts on your visa, including the need to obtain a new visa.**

## Student Leave

Students wanting to take short leave from the College outside of their regular scheduled breaks must apply for Student Leave.

All requests must provide sufficient supporting evidence that not only provide reasons for the leave but cover the duration of the requested leave.

Reasons for student leave may include:

- Medical reasons – Either that of the student or an immediate relative
- Family reasons – Weddings, religious events/ceremonies, funerals, etc.
- Compassionate grounds – Family difficulties, to attend to legal matters/appointments,

Any student wishing to take leave must speak with Student Services Staff directly before taking any leave.

Generally, student leave is provided for 2 weeks only, depending on the reasons for the leave. Student requiring extended leave should enquire about Deferment or Suspension of their course.

## Change of course or intake date

Any students wishing to change their course or their start date after a CoE has been issued will need to provide a request in writing.

If you wish to change your course of study after your visa has been approved, your request should outline the reasons for the change as well as the reasons why you want to study your new course. Generally, students must meet similar circumstances as those stated in the section [Transfers between Colleges](#).

Under both circumstances, students will be requested to pay a \$100 Change of CoE fee and will be provided with a new Letter of Offer outlining their new course details and payments required.

**Students should be aware that any changes to their CoEs may affect their visa. If you intend to study a lower qualification level you will need to apply for a new student visa. You should enquire with Immigration as to whether a new visa is required.**

## Refunds

NCCS's 'Refund Policy and Application Form' are available to students on our website. Additional fees and refund entitlements can also be located on the student's Letter of Offer and Written Agreement.

NCCS processes Refund Applications within 10 working days and returns due fees within 28 days and will generally only make to the account the money was initially received from. Please be aware that there is a \$500 Administrative fee for processing refunds.

NCCS will refund the following:

- Student Visa refused before the course commencement date - All course fees received, less 5% (Max. refund \$500) unless due to fraudulent or misleading information
- Student Visa refused after the course commencement date - Any unused tuition fees received, on a pro rata basis (based on 36 weeks of tuition a year)
- Provider defaults - Any unused tuition fees received, on a pro rata basis (based on 36 weeks of tuition a year)
  - For information about what 'Provider Default' is, see section [Tuition Protection Scheme \(TPS\)](#)
- Student submits at least 28 days before the course start date – All tuition fees received, less 5% (Max. refund \$500)
- Student submits less than 28 days before the course start date, or after course start date – No refund of fees paid

## Other Policies and Procedures

Please refer to the [Policies and Procedures](#) tab on NCCS's website for copies of critical policies, procedures and forms, including:

- |   |                               |
|---|-------------------------------|
| • Complaints and Appeals Form           | • Document Request Form       |
| • Complaints and Appeals Policy         | • Fee Refund Policy           |
| • Course Transfer Application Form      | • Fee Refund Application Form |
| • Credit Transfer Application           | • NCCS Student Handbook       |
| • Deferment and Suspension Request form | • Release Application Form    |

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- Student Application Form
  - Student Code of Conduct
  - Student Leave Form
  - Student Transfers
  - Deferral of commencement, suspension of studies & cancellation of enrolment
  - Student payment monitoring policy
  - Student Wellbeing and Support Policy
  - Academic Integrity Policy

## Emergency and Support Services

Emergency Services	Contact Number
Emergency Services (Police/Fire/Ambulance)	000 (or 112 from a mobile)
National Security Hotline <a href="http://www.nationalsecurity.gov.au">www.nationalsecurity.gov.au</a>	1800 123 400
NSW Police Assistance Line <a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>	13 14 44
Police - City Central (192 Day St, Sydney NSW 2000)	(02) 9265 6499
Police - Redfern (1 Lawson St, Redfern NSW 2016)	(02) 8303 5199
State Emergency Services <a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>	132 500
Australian Gas Networks (Leaking Gas) – 1800 GAS LEAK	1800 427 532
Property Services	
Energy Australia <a href="http://www.energyaustralia.com.au">www.energyaustralia.com.au</a>	133 466
Sydney Water <a href="http://www.sydneywater.com.au">www.sydneywater.com.au</a>	132 090
Link2home <a href="http://www.yfoundations.org.au/need-help/yconnect">www.yfoundations.org.au/need-help/yconnect</a>	1800 152 152
Health Services	
Abortion & Grief Counselling Helpline <a href="http://www.abortiongrief.asn.au">www.abortiongrief.asn.au</a>	1300 363 550
Alcohol and Drug Information Service <a href="http://www.yourroom.com.au">www.yourroom.com.au</a>	(02) 9361 8000
Alcoholics Anonymous Helpline <a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
BeyondBlue - Free counselling service (Chat Online, Email, Forum) <a href="https://www.beyondblue.org.au/get-support/get-immediate-support">https://www.beyondblue.org.au/get-support/get-immediate-support</a> :	1300 22 4636
Domestic Violence and Sexual Assault Helpline <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	1300 737 732
Headspace <a href="https://headspace.org.au/">https://headspace.org.au/</a>	1800 650 890
Health Direct (24hr Health Advice line) <a href="http://www.healthdirect.gov.au">www.healthdirect.gov.au</a>	1800 022 222
Hospital – Prince of Wales Hospital Barker St, Randwick NSW 2031	(02) 9382 2222
Hospital – St Vincent's Hospital 390 Victoria St, Darlinghurst NSW 2010	(02) 8382 1111
Hospital – Sydney Hospital 8 Macquarie St, Sydney NSW 2000	(02) 9382 7111
Lifeline - Free counselling service <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14
Medical Centre – Haymarket Medical Centre and Dental Clinic 5/650 George St, Sydney NSW 2000	(02) 9283 2808
Medical Centre – Hyde Park Medical Centre 175 Liverpool St, Sydney NSW 2000	(02) 9283 1234
Medical Centre – Sydney Central Medical Centre - <b>CLOSEST MEDICAL CENTRE TO NCCS</b> 306/451 Pitt St, Haymarket NSW 2000	(02) 9212 3953
Medical Centre – Sydney Medical Centre 580 George St, Sydney NSW 2000	(02) 9261 9200
Medical Centre – World Square CBD Medical Centre Shop 9.09c, 644 George Street, Sydney NSW 2000	(02) 9777 0024
Mental Health Line	1800 011 511

Men's Health Line <a href="https://mensline.org.au/">https://mensline.org.au/</a>	1300 78 99 78
National Home Doctor Service <a href="http://www.homedoctor.com.au">www.homedoctor.com.au</a>	13 SICK (13 74 25)
NSW Government Health Advice <a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a>	(02) 9391 9000
NSW Government International Student Welfare Services HUB <a href="https://www.study.sydney/student-welfare/mental-health-and-wellbeing">https://www.study.sydney/student-welfare/mental-health-and-wellbeing</a>	
Poisons Information Centre	131 126
Rape Crisis Centre NSW <a href="https://dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html">https://dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html</a>	1800 424 017
Reach Out <a href="https://au.reachout.com">https://au.reachout.com</a>	
Relationships Australia <a href="http://www.relationships.org.au">www.relationships.org.au</a>	1300 364 277
Suicide Call Back Service <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>	1300 659 467
<b>Language Literacy and Numeracy</b>	
Reading Writing Hotline <a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>	1300 6 555 06
Australian Literacy Educators' Association <a href="https://www.alea.edu.au/">https://www.alea.edu.au/</a>	(02) 9362 3388
Adult Learning Australia <a href="https://ala.asn.au/">https://ala.asn.au/</a>	(02) 9689 8623
<b>Other Services</b>	
Anti-Discrimination Board of NSW <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a>	(02) 9268 5544
Fairwork Australia <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>	13 13 94
Gambling Help NSW <a href="https://www.gambleaware.nsw.gov.au/">https://www.gambleaware.nsw.gov.au/</a>	1800 858 858
Immigration <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a>	131 881
LawAccess NSW (Free Legal Advice) <a href="https://courts.nsw.gov.au/help-and-support/get-legal-help-and-support.html">https://courts.nsw.gov.au/help-and-support/get-legal-help-and-support.html</a>	1300 888 529
Multicultural NSW (Interpreting and Translation Services) <a href="https://multicultural.nsw.gov.au/">https://multicultural.nsw.gov.au/</a>	(02) 8255 6767
National Relay Service <a href="https://www.accesshub.gov.au/about-the-nrs">https://www.accesshub.gov.au/about-the-nrs</a>	133 677 (Teletypewriter) 1300 555 727 (Speak & Listen phones) 0423 677 767 (SMS Relay)
NSW Office of Fair Trading <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>	13 32 20
Redfern Legal Centre (Free Legal Advice) 73 Pitt St, Redfern NSW 2016 <a href="https://rlc.org.au/">https://rlc.org.au/</a>	(02) 9698 7277
Service NSW (Drivers licenses, Car registration, Working with Children checks) <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a> (Centre Locator on website)	13 77 88
Translating and Interpreting Service (24 hours per day, 7 days) <a href="http://www.tisnational.gov.au/">www.tisnational.gov.au/</a>	131 450