



RTO NO.: 45472 | CRICOS Provider No.: 03747K



International Student Handbook 2026

RIDGE INTERNATIONAL COLLEGE

ABN: 18 624 550 741 Provider No: 45472; CRICOS No: 03747K

Level 5, 85 Queen Street, Melbourne VIC 3000 Australia

Office 101, 30 Cowper Street, Parramatta, NSW 2150 Australia

<https://ridge.edu.au/>

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Welcome to Ridge International College

Congratulations on undertaking an educational journey with RIDGE INTERNATIONAL COLLEGE

Dear Student,

On behalf of all the staff at RIDGE INTERNATIONAL COLLEGE, we send you a warm welcome and thank you for choosing our Nationally Recognized Training Organization for your education and academic development.

Your enrolment is an important step to further develop your skills and knowledge and to assist you in your career aspirations.

We will strive to provide you with a first-class learning experience that is based on up- to-date practices and skills used in the workplace.

Our vision is to enable our learners to achieve their chosen career goals by providing excellence in training and support you in your path to career satisfaction.

Our goals are to:

- Provide accessible training for all students;
- Allow learners to choose their learning pathway and method of assessment to prove competence;
- Make training enjoyable and to ensure we encourage a continued search for knowledge and learning.

This Student Handbook will provide you with information about our Nationally Recognised Training Organisation, as well as the services we provide and how to enrol.

If at any time you require additional information, please do not hesitate to contact us on +61 3 9620 7738 or alternatively at our email address: admin@ridge.edu.au

We also welcome your comments. Tell us about things we have done well, or can better, so we can continue to improve our services to our learners.

Feedback forms are available in each of our courses as well as via our website.

Once again, on behalf of our Nationally Recognised Training Organisation, we welcome you and look forward to working with you.

Kind regards,

Kishor Raj Aryal

Chief Executive Officer

General Information about RIDGE INTERNATIONAL COLLEGE

Introduction

RIDGE INTERNATIONAL COLLEGE is passionate about measuring successful learning outcomes for you. This means that we have developed robust processes to ensure the success of each student's education goals. Our approach is to provide you with a safe, fair, and supported environment to participate in training and assessment.

This student handbook provides all information you need to know before enrolling to study at RIDGE INTERNATIONAL COLLEGE, including courses offered, facilities, entry requirements and policies among others. It is important that you carefully read all information in this handbook along with specific information about a course and fees from our website www.ridge.edu.au. You are welcome to contact RIDGE INTERNATIONAL COLLEGE or our authorised representatives anytime if you have any queries about RIDGE INTERNATIONAL COLLEGE or its courses.

About RIDGE INTERNATIONAL COLLEGE

RIDGE INTERNATIONAL COLLEGE is a registered training organisation accredited by the Australian Government through the Australian Skills Quality Authority (ASQA). RIDGE INTERNATIONAL COLLEGE has modern, up-to-date facilities, and boasts a team of qualified and dedicated staff, trainers and assessors.

Australian National Academy of Education Details:

Delivery Location in Melbourne: Level 5/85 Queen St, Melbourne VIC 3000

Delivery Location in Sydney: Office 101, 30 Cowper Street, Parramatta, NSW 2150, Australia

Training kitchen: 97 Smith St Fitzroy VIC 3000

Contact Information

RIDGE INTERNATIONAL COLLEGE Main Contact Details

Address: Level 5/85 Queen St, Melbourne VIC 3000

Office 101, 30 Cowper Street, Parramatta, NSW 2150

Phone: (03)9620 7738

Email: admin@ridge.edu.au

Website: www.ridge.edu.au

You as a Student

RIDGE INTERNATIONAL COLLEGE is responsible for the quality of the nationally recognized training and assessment we deliver. This means that we will always comply with the regulations that govern RTOs, being the VET Quality Framework, including the Standards for RTOs 2015, and ESOS/National Code requirements.

To ensure our compliance with the framework and standards above, we implement rigorous internal policies, procedures and systems that ensure that our operations are compliant. In addition, we participate in audits with ASQA and other national and state regulatory bodies upon their request.

As an RTO, RIDGE INTERNATIONAL COLLEGE is also responsible for issuing your AQF certification documents in line with the procedures outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

This handbook is designed to give you some relevant information about your studies and answer any queries you may have in relation to your training.

Please take some time to read this handbook and if you require any further information, check out our website or give us a call.

We look forward to celebrating your achievements with you. Good luck!

Mission Statement

At the RIDGE INTERNATIONAL COLLEGE, our mission is to develop people's skills, while keeping them current and introducing new skills.

Our Values

- Deliver what we promise
- Celebrate achievement
- Promote a culture of continuous improvement
- Be remarkable
- Share ideas
- Work hard, have fun

At RIDGE INTERNATIONAL COLLEGE, we live by these values and we hope you will too.

Our Objectives

In recognition of our mission, our objectives are:

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

- People: We strive to attract, recruit, and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and ongoing targeted professional development;
- Safety and equality: We are committed to providing an environment which is safe, equitable, and promotes a confident and productive training and assessment environment;
- Integrity and ethics: We conduct ourselves in accordance with shared and agreed standards of behaviour, and hold ethical conduct and integrity as our highest priorities;
- Quality committed: We aspire to deliver consistent, high quality services, and apply quality systems that support training and assessment superiority; and
- Student focused: We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

Information available before enrolment

The following information is available to all prospective students prior to enrolment via our website (www.ridge.edu.au) and marketing materials to ensure that the student can make a sound decision based on all the relevant aspects of the training they wish to undertake:

- Information about, amongst other things, all fees and charges;
- Applicable qualifications/courses by the appropriate code and title;
- Outline the currency of the qualifications/courses in question;
- Outline the duration of training and the assessment requirements;
- Specify modes of delivery and delivery locations;
- Specify entry requirements into the course;
- Provide information specific to student contributions and responsibilities;
- Student support, facilities and resource; and
- Pre-training review process.

Getting started at RIDGE INTERNATIONAL COLLEGE

Once we process your enrolment, you will be provided with the course outline of your training (Timetable) which will include:

- the units/competencies to be obtained;
- the time-frame for achieving these units/competencies;
- the training to be undertaken;
- Information about your trainer and assessors; and
- the name of the qualification to be issued.

Unit dates may change over time – your trainer will keep you and your timetable updated. You will also undertake a Language, literacy and numeracy (LLN) assessment relevant to your course. This is to identify whether you need additional support to successfully complete your course. More details are provided later in this handbook.

RIDGE INTERNATIONAL COLLEGE provides Student-centric training

- We offer innovative, responsive and student-centric training that reflects the learning styles and needs of our students and industry
- We consult with industry and incorporate feedback into our training and business operations
- We create innovative methods of training delivery and skills development that improve people performance, productivity and employment opportunities and are responsive to the needs of our students.

RIDGE INTERNATIONAL COLLEGE therefore provides:

- Learning that is professionally and workplace relevant and improves career opportunities;
- Flexible training options, recognising the needs of each individual student;
- Training Consultants/Trainers with recent and relevant industry expertise who are required to maintain currency in their industry experience;
- Innovative and responsive training delivery;
- Expertise to identify and clarify training needs and delivering training that meets those needs;
- Learning programs that make sense in the work environment;
- Students with the required skills for the present and future;
- Where appropriate, practical, hands-on skills linked to underpinning knowledge;
- Learning environments that adapt to change; and
- Learning that leads to career advancement.

Education and Training Delivery by RIDGE INTERNATIONAL COLLEGE

RIDGE INTERNATIONAL COLLEGE incorporates adult learning principles into the training and assessment strategies of all its training programs. RIDGE INTERNATIONAL COLLEGE will, prior to the training program commencement, give participants all relevant information about the program of study, availability of learning resources and appropriate support services.

A pre-training review will also be conducted to identify any specific needs, including skills recognition or Recognition of Prior Learning (RPL) that individuals may have and other aspects of the training.

RIDGE INTERNATIONAL COLLEGE will ensure that training and assessment occurs in accordance with the requirements of the training program and the endorsed Training Package and where appropriate, the Training Package guidelines for customising. RIDGE INTERNATIONAL COLLEGE customises its education and training programs to meet the needs of the individual.

Participants are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

Your Trainers and Assessors

RIDGE INTERNATIONAL COLLEGE will ensure that the responsibility for the management and coordination of training delivery and assessment (including the recognition of prior learning and

recognition of current competencies), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

RIDGE INTERNATIONAL COLLEGE will ensure that all Trainers and Assessors have:

- the necessary training and assessment competencies as determined by the National Quality Council (Currently, Australian Industry and Skills Committee) or its successors;
- have the relevant vocational competencies at least to the level being delivered or assessed;
- can demonstrate current industry skills directly relevant to the training program being trained/assessed; and
- will continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.

Your Trainer and Assessor can provide you with assistance on any aspect of the course content, resources or assessment activities.

Pre-Training Review

A pre-training review interview ensures that the training and assessment strategy is designed to meet your individual needs and your workplace requirements. This information will enable RIDGE INTERNATIONAL COLLEGE to understand your training needs, your current competencies that relate to the course, opportunity for Recognition of Prior Learning (RPL) and to ensure that your Language, Literacy and Numeracy skills suit the training and assessment strategies.

RIDGE INTERNATIONAL COLLEGE will conduct a pre-training review interview for each individual participant. Pre-Training Review includes a documented review of:

- detailed outline of the training program;
- the sufficiency of information provided to the prospective student to ensure s/he can make an informed decision about future enrolment (prior to enrolment);
- the appropriateness of the course and AQF level for the individual student (prior to enrolment);
- the student's prior learning, skills and experience that may result in Recognition of Prior Learning (RPL) or Credit Transfer (CT) in their chosen course (prior to enrolment); and
- a Language, Literacy and Numeracy (LLN) assessment to identify student's language, literacy and numeracy skills for determining future support needs (before or after enrolment but before training commencement); to ensure that participants are provided with high quality training that meets their needs.

RIDGE INTERNATIONAL COLLEGE will use this review to determine eligibility and establish support you require in areas such as language, literacy and learning and assessment, while ensuring you will get the maximum outcomes and benefits from the course you are enrolling in, according to your learning objectives, career aspirations and skill level.

Pre-training reviews will also ensure that all participants are enrolled in an appropriate training program and identify any special needs with their individual learning requirements. Participants who do require assistance or support with any special need, including LLN, can speak confidentially with

their Trainer and Assessor. RIDGE INTERNATIONAL COLLEGE's experienced staff can discuss options for participation in training programs to assist participants in achieving competence.

Educational Standards

RIDGE INTERNATIONAL COLLEGE strictly follows policies and management practices that maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of its students and, where relevant, their employers.

RIDGE INTERNATIONAL COLLEGE maintains a learning environment that is conducive to the learning and professional development of students. RIDGE INTERNATIONAL COLLEGE has the capacity to deliver the Education and Training programs on its scope of registration and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the needs of the student and outcomes to be achieved.

RIDGE INTERNATIONAL COLLEGE maintains compliant systems for recording and archiving student enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, complaints, qualifications and statements of attainment issued.

RIDGE INTERNATIONAL COLLEGE will treat all personal records of students confidentially and will comply with national privacy standards.

ESOS legislative framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

You can read relevant information from the following links:

ESOS Framework

[Education Services for Overseas Students \(ESOS\) Framework - Department of Education, Australian Government](#)

Education Services for Overseas Students (ESOS) Act

[Education Services for Overseas Students \(ESOS\) Act](#)

Education Services for Overseas Students Act 2000

[Education Services for Overseas Students Act 2000 - Federal Register of Legislation](#)

The ESOS Providers

[ESOS providers | Australian Skills Quality Authority \(ASQA\)](#)

Training Facilities, Resources and Equipment provided to student

Training Location

RIDGE INTERNATIONAL COLLEGE is conveniently located at Level 5, 85 Queen Street, Melbourne VIC 3000 Australia in the heart of Melbourne's Central Business District (CBD), and in Office 101, 30 Cowper St, Parramatta, NSW 2150 Australia. The Melbourne campus is a walking distance from Flinders Street Train Station and our kitchen for practical classes is in 97 Smith Street, Fitzroy VIC 3065. Also, our Parramatta campus is a 5-minute walk from Parramatta Station.

Training Rooms

All training rooms are modern, fitted with air-condition and are well equipped including Projectors, Conferencing facilities and internet connection and computer.

Training Kitchen

RIDGE INTERNATIONAL COLLEGE has its own full equipped training kitchen for practical training and skills demonstration for hospitality courses. The simulated training kitchen replicates the realistic industry kitchen and fully equipped to provide hands-on learning environment where students can see theory applied in a realistic, simulated setting. Training kitchen is located at 97 Smith St Fitzroy VIC 3065.

Learning Resources and Equipment

RIDGE INTERNATIONAL COLLEGE supplies each Student with one complete set of learning materials including Students Guide, Assessment Workbooks and Textbooks, as applicable. Material fees are payable. Recommended learning resources are also communicated to Students by trainers. Students should obtain these reference resources at their own expense.

Student Recreational Area

RIDGE INTERNATIONAL COLLEGE campus has student recreational area with access to kitchen facilities where students can relax and meet with others during breaks. A common area is provided for students with access to a kitchenette and a microwave.

As the campus is located in the central business district, students have access to many cafes and restaurant within a close proximity of the campus.

Academic and Administration Staff

RIDGE INTERNATIONAL COLLEGE employs highly qualified trainers, assessors, administrative, and student support staff trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas.

Student Support provided to students

Student Support Services

Student Administration and Support Services are available for all students in the campus from Level 5, 85 Queen Street, Melbourne VIC 3000 and Office 101, 30 Cowper Street Parramatta, NSW 2150. Reception is the first point of contact for any queries.

RIDGE INTERNATIONAL COLLEGE will comply with all laws relevant to the operation of the training premises, including workplace health and safety and fire safety regulations.

RIDGE INTERNATIONAL COLLEGE will ensure that training facilities, equipment and other resource materials are adequate for the Training Programs being delivered and are maintained in good order and repair.

RIDGE INTERNATIONAL COLLEGE has clearly documented procedures for managing and monitoring all Education and Training operations and reviewing Student /employer satisfaction.

Student Orientation

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of life at RIDGE INTERNATIONAL COLLEGE. It also provides an introduction to studying at RIDGE INTERNATIONAL COLLEGE, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet fellow students and RIDGE INTERNATIONAL COLLEGE staff.

How student needs are proactively identified

RIDGE INTERNATIONAL COLLEGE will ensure that student needs are proactively identified, prior to enrolment, via:

- Pre-Training Review/LLN

How student needs are systematically monitored and responded to

If student needs are identified, RIDGE INTERNATIONAL COLLEGE will create an individual learning plan that will include:

- Learning goals to be achieved;
- Contingency plans;
- Logistics of the learning relationship, e.g.: duration;
- Frequency of meetings and the length of meetings;
- Locations of meetings;
- The nature of contacts (i.e., what are they for?);
- The structure of the learning relationship, e.g.: the activities that we will do;
- How progress will be monitored;

- The equipment and/or resources that are needed; and
- WHS considerations.

All individual learning plans will be monitored by the Student Support Officer with respective trainers/ assessors and management.

Support for positive learning outcomes

RIDGE INTERNATIONAL COLLEGE provides support to all students to ensure positive learning outcomes via a range of strategies:

- Students facing personal difficulties that may affect their learning should approach the Counsellor or PEO for personal/career advice and counsel;
- Assistance may include a deferment of study, help with a Special Consideration application, or referral to further student support service or external counsellor;
- Students who specifically require assistance with study skills can obtain practical advice on assignment writing; course-specific language and learning skills; and assistance with any language, literacy or numeracy problems;
- Students will be given adequate time to work on assessments and projects;
- All assessments/projects will be assessed at the completion of each unit; and
- RIDGE INTERNATIONAL COLLEGE can organise information and assistance regarding any disability related matters as per Commonwealth Disability Discrimination Act 1992.

Staff available to students with learning needs

- Student Support Officer
- Trainers and assessors
- RIDGE INTERNATIONAL COLLEGE administration and management

How assistance is available to students

Assistance is available to all students via numerous modes:

- Telephone RIDGE INTERNATIONAL COLLEGE +61396207738 to speak with student support officer;
- Discussion with trainer/assessor in class or after the class hours;
- Email a specific query to their trainer/assessor;
- Telephone RIDGE INTERNATIONAL COLLEGE helpdesk at +61396207738 or email admin@ridge.edu.au for all other queries.

Primary Point of Contact

In case of emergency, student should contact Student Administration and Support Officer on (03) 9620 7738, during business hours.

After hour contact will be:

- Kishor Raj Aryal, CEO on 0413364684

Students at risk

- RIDGE INTERNATIONAL COLLEGE has intervention strategies, including student support services available to enable students to complete qualifications in expected time frames.
- Students at risk of not completing within this time frame are identified as early as possible.
- Students failing to progress in line with the RIDGE INTERNATIONAL COLLEGE 's course progression policy and procedure and/or any provisions implemented for any unit of competency assessment are automatically regarded as being "students at risk" and supported via an appropriate intervention strategy.
- Student resources, facilities and equipment
- Assessment pack (student)
- PowerPoint presentation
- Student handbook
- Class activities book
- Self-study guide
- Staff available to students to address their learning needs
- All students will be provided with training resources and assessment materials for all units of competency and additional training documents as required.
- Administrative Support Required
- Case studies (Real workplace-based scenarios)
- Role playing activities for interaction with others as a part of assessments.
- Templates and additional resources to complete the assessment tasks.
- Access to a number of free Student tutorials, tools and videos

Additional resources available to students

- <https://www.studyinaustralia.gov.au/>
- <https://training.gov.au/>
- Meeting Individual Student Needs Reference
- Learning and Assessment Resources
- Updates from the Industry skills councils/SSOs
- Updates from the VELG news
- Please refer to self-study guides (unit level) for more information

External Support Services

For students requiring additional support with their studies, work or life, RIDGE INTERNATIONAL COLLEGE provides the following referrals to community organisations that may be able to assist you. Please note that some of these services may attract a fee which is payable by student:

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

If you are completing a full-time course you may be eligible for benefits through Centrelink.

Australian Human Rights Commission

Telephone: (03) 9281 7100 Website: <https://www.humanrights.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

You can also discuss disability rights and direct you to a network of advocates. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

24- hour Counselling Hotlines

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Suicide Helpline Telephone: 131 114

Aids line

Telephone: 1800 133 392

Beyond Blue (depression) Telephone: 1300 224 636

Quit Line (to stop smoking) Telephone: 137 848

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Other Counselling Services

Gay and Lesbian Switchboard Victoria: 03 9663 2939

Road Trauma Support Team (Confidential service for people affected by road trauma):

1300 367 797 SANE Mental Illness Helpline (9am-5pm Monday-Friday): 1800 187 263

Mental Illness Fellowship Victoria (helpline): 03 8486 4200

Men's Line Australia (for men with family and relationship concerns): 1300 789 978

Men's Referral Service (for men concerned about their anger or violence): 1300 766 491

Interpreting Service: 131 450

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Legal Aid

Victoria <https://www.legalaid.vic.gov.au/>

NSW <http://www.legalaid.nsw.gov.au/get-legal-help/advice>

Queensland <http://www.legalaid.qld.gov.au/Home>

NT <http://www.ntlac.nt.gov.au/>

WA <http://www.legalaid.wa.gov.au/Pages/Default.aspx>

[Australian Search and Rescue](#)

Aviation Search & Rescue: 1800 8150257 Coast Guard Search & Rescue: 9598 7003

Maritime Rescue: 1800 627 484

Centre Against Sexual Assault: 1800 806 292

[Health Information Services](#)

Eating Disorders Foundation of Victoria: 1300 550 236

Women's Domestic Violence Crisis Service of Victoria: 1800 015 188 Alcohol & Drug Information: 1800 811 994

Poisons Information Centre: 131 126

Maternal & Children Health Line(24hrs): 132 229

Nurse-On-Call (24-hour health advice and information from a registered nurse): 1300 606 024

Family Drug Help: 1300 660 068

[Medical Centres around RIDGE INTERNATIONAL COLLEGE](#)

QV Medical Centre: Level 7, 1 Elizabeth Street. Tel: 03 9662 2256

Collins Street Medical Centre: 267 Collins Street. Tel: 03 9654 6088

Swanston Street Medical Centre: Level 3, 255 Bourke Street. Tel: 03 9205 7500

National Home Doctor-DOCTOR TO YOUR DOOR Tel: 03 9429 5677 Fees: No gap fee. Bulk billed
Hours: Mon-Fri 4pm to 8am, Sat 10am onwards, 24hours on Sun & Public holidays

Living in Melbourne

Melbourne is the capital of the State of Victoria and Australia's second largest city. It is famous for its parks and gardens, historic buildings, theatres, galleries, restaurants, multicultural precincts, festivals and internationally recognized sporting events.

Melbourne is a well-planned city and very easy to get around. There is always plenty to do in Melbourne: please check www.whatsoninmelbourne.vic.gov.au.

Climate

Melbourne has four distinct seasons. Summer is dry with warm to hot daytime temperatures averaging 28 degrees C (82 degrees F). Winter is cold, crisp and wet with daytime temperatures averaging 14 degrees C (57 degrees F).

Weather can affect you and your family while settling into Melbourne or Australia. Some may be used to a much warmer climate. Some may be used to colder weather. Getting to know what the weather is like in Melbourne can help you prepare and feel more settled.

Melbourne's weather is highly unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne. A really warm coat is essential for the winter months. The following table provides the lowest, average and highest temperature in Melbourne.

Source: Web Climate, Data Services, National Climate Centre

Living in Sydney

Living in Sydney, Australia, offers a vibrant and dynamic lifestyle that combines urban sophistication with natural beauty. With its temperate climate, residents enjoy warm summers perfect for beach outings and mild winters ideal for exploring the city's cultural attractions. Sydney's extensive public transportation system, including trains, buses, ferries, and light rail, ensures convenient access to its diverse neighborhoods and iconic landmarks.

While the cost of living is high, reflective of its status as one of the world's most expensive cities, Sydney compensates with abundant employment opportunities across various industries, a rich tapestry of cultural diversity, and a strong emphasis on outdoor living. From surfing at Bondi Beach to exploring the scenic trails of the Blue Mountains, Sydney offers a plethora of recreational activities catering to all interests. With world-class healthcare facilities, prestigious educational institutions, and a thriving arts and entertainment scene, Sydney truly embodies the best of urban sophistication and natural charm, making it an enticing destination for residents and visitors alike.

Climate

In Sydney, the summers are warm and partly cloudy and the winters are short, cool, and mostly clear. Over the course of the year, the temperature typically varies from 47°F to 80°F and is rarely below 42°F or above 90°F.

The warm season lasts for 3.9 months, from November 25 to March 21, with an average daily high temperature above 76°F. The hottest month of the year in Sydney is January, with an average high of 80°F and low of 68°F.

The cool season lasts for 2.8 months, from May 28 to August 21, with an average daily high temperature below 65°F. The coldest month of the year in Sydney is July, with an average low of 47°F and high of 62°F.

General help for international students

If you have a problem, the first place you should go for help is the reception. RIDGE INTERNATIONAL COLLEGE staff will be able to assist you or refer you to a person who can help you. If you have money problems, personal problems, problems with school or anything else, the staff will be able to assist you with advice and put you in touch with the right people.

Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called “shared accommodation”).

When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Domain website: <http://www.domain.com.au/>.

Please click on “property”, then click on either “rent” or “share” for more information.

Another useful site for renting a place of your own is to visit the Victoria Real Estate Agent website on <http://www.realestateview.com.au>.

You can also go through <https://www.realestate.com.au/rent/property-unit+apartment-in-nsw/list-1> to rent a place in NSW.

RIDGE INTERNATIONAL COLLEGE will assist the international students for the accommodation, support and general welfare arrangements.

Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it. Always check that there are smoke alarms installed. Contact real estate agents close to the area in which you want to live to check availability and prices.

The average apartment, house or flat costs around \$550 per week in Melbourne, as per 2024. On the other hand, the average apartment, house or flat costs around \$720 per week in Sydney, making it the most expensive cities for renters in Australia, as per 2024. You will also pay a bond or security deposit equal to one month's rent. A bond is a security deposit that is held until the end of your tenancy by the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Renting through a real estate agent may appear more expensive but this will offer you the security and civil rights that cannot be guaranteed when renting privately.

Student apartment complexes

These are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Some places will provide meals for an additional cost. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$300 per week.

Sharing an apartment, flat or house

This type of rental accommodation is usually only arranged after you arrive in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$85 to \$130 per week). In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$70 per week). You will normally record and pay for your

own telephone calls. Long distance and international calls are itemised on the telephone bill that is they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$140 to \$220 per week. You will also be asked to pay a bond or security deposit.

Hostel accommodation

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others kitchen facilities are provided and you cook for yourself. You can have you own room at most hostels, but this is more expensive than if you are sharing a room with another student. There may be other charges, such as a bond (security deposit) and appliance charges.

There are many private hostels in Melbourne, offering a furnished bedroom, shared bathroom, living and leisure areas. Computer facilities may also be available weekly prices range from AU\$220– AU\$350. Extra costs may include payment of a bond.

Other accommodation issues

If you are under 18 years of age it is RIDGE INTERNATIONAL COLLEGE's responsibility to ensure that appropriate accommodation and welfare arrangements have been made for you. These are usually in place before you start your studies. If you have any queries about your accommodation or carer/guardian arrangements, please speak to the Student Welfare Officer. However, at present RIDGE INTERNATIONAL COLLEGE does not enrol any students under 18 years of age.

If you choose to rent or live in share accommodation or organise a shared accommodation house, you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called Renting: Your Rights and Responsibilities. <http://www.findlaw.com.au/article/4534.htm> this booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

Another useful information website is www.realestate.com.au click on Rent, then left hand side click on.

Rental Information

You may be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity, water and telephone connected. When you leave a rental property, it is your responsibility to notify the electricity, telephone water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign, ask the Welfare Officer for help.

Living costs

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for any children, child care etc.)
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or child accompany you to Australia you must be realistic about the additional expenses they will incur.

Typical living costs for an individual student

These figures are strictly estimate only, based on average situations for an individual student.

Sample Expenses	Apartment/ Flat/ House (Unfurnished, 2 people sharing)		Home Stay (Some meals included)		Hostel (Some meals included)	
	Per week	Per year	Per week	Per year	Per week	Per year
Establishment Costs (A\$)						
Placement/ arrangement fee				\$160		
Accommodation establishment costs (Rental bond, furniture, etc.)		\$1,802				\$825
Recurrent costs (A\$):						

Rent for accommodation	\$155	\$8,060	\$230	\$11,960	\$230	\$11,960
Overseas Student Health Cover (OSHC)		\$645		\$645		\$645
Telephone, gas, electricity, water	\$60	\$3,120	\$30	\$1,560	\$30	\$1,560
Travel (up to 10km from city)	\$30	\$1,560	\$30	\$1,560	\$30	\$1,560
Books and stationery		\$0		\$0		\$0
Food	\$100	\$5,200	\$50	\$2,600	\$50	\$2,600
Personal expenses	\$80	\$4,160	\$80	\$4,160	\$80	\$4,160
Total estimated costs		A\$24,654		A\$22,752		A\$23,317

Communications

A private telephone can be connected quickly and local calls are not metered and cost between 25 – 40 cents per call. Cheap phone cards for overseas calls can be purchased in newsagents or corner stores. Mobile (cell) phones are easily available and networks are extensive. Internet access is convenient and easily available. Overseas and local language newspapers are also readily available. At post offices you can post letters, make international phone calls and send faxes.

Part-time work

If you are holding a student visa and thinking of looking for part-time work, helpful websites are: www.seek.com.au www.mycareer.com.au www.careerone.com.au.

Your visa allows you to work for up to 48 hours fortnightly during study periods and full-time during semester breaks. You should not rely on income earned in Australia during your studies as sometimes jobs may be difficult to find.

There are a range of external agencies you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

1. Work Cover Authority & Occupational Health

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system and provides information on Work cover and workplace occupational health & safety issues. For more information, please visit the website:

<https://www.worksafe.vic.gov.au/> or contact Victoria Work Cover Authority:

WorkSafe Victoria 1 Malop Street Geelong VIC 3220 | 1800 136 089

Likewise, The Work Cover Authority of New South Wales primarily administers New South Wales workplace health and safety law, including the Work Health and Safety Act, 2011 (NSW) and the Workers Compensation Act, 1987 (NSW). For more information, please visit the website:

<https://www.safework.nsw.gov.au/> or contact:

Locked Bag 2906 Lisarow NSW 2252 | 13 10 50

2. Equal Opportunity Commission

Victorian Equal Opportunity & Human Rights Commission's role is to protect and promote human rights in Victoria. They do this through a range of functions and services under Victoria's human rights laws. From preventing discrimination and harassment from occurring to dealing with it if it does, they help people understand Victoria's anti-discrimination laws and the impact of discrimination and sexual harassment. For more information, please visit: <https://www.humanrights.vic.gov.au/> or contact:

Level 3, 204 Lygon Street Carlton Victoria 3053 | enquiries@veohrc.voc.gov.au | 1300 891 848

Likewise, Anti-Discrimination New South Wales are the New South Wales state government body that administers the Anti-Discrimination Act 1977 (the Act). We strive to eliminate discrimination in New South Wales by:

- answering enquiries
- investigating and resolving complaints
- raising awareness about discrimination and its impacts

For more information, please visit: <https://antidiscrimination.nsw.gov.au/> or contact:

Locked Bag 5000, Parramatta NSW 2124 | adbcontact@justice.nsw.gov.au | 02 9268 5555

3. Australian Taxation Office

Provides information on taxation and superannuation issues. For more details, please visit: <https://www.ato.gov.au/> or contact these Victorian Taxation Offices: Phone 13 28 65 for an appointment.

4. Wage line

Promoting and enforcing Victoria's long service leave, child employment, owner driver and forestry contractor laws. For more information, please visit <https://www.vic.gov.au/wage-inspectorate-victoria> or contact:

1800 287 287 | +61 3 9194 3553

On the other hand, Service NSW is a NSW Government executive agency that joined the Department of Customer Service on 1 July 2019. They deliver world-class one-stop-shop services for customers, businesses and our partner agencies. For more information, please visit <https://www.service.nsw.gov.au/transaction/check-award-rates-pay-and-wages> or contact:

13 77 88 | +61 2 8894 1555

5. Job Watch

Investigates exploitation in employment and training. It also handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: <https://jobwatch.org.au/> or contact:

02 9662 1933 | 1800 331 617

6. Legal Aid Commission

The Legal Aid VIC helps people with their legal problems. Focuses on protecting the rights of Victorians and representing those who need it the most. For more information, please visit <https://www.legalaid.vic.gov.au/> or contact:

Level 9 570 Bourke St Melbourne VIC 3000 | 1300 792 387

Similarly, Legal Aid NSW is a state-wide independent government agency that helps people in NSW with their legal problems. They provide legal information to anyone with a legal problem in NSW through our legal information and referral service, LawAccess NSW. For more information, please visit <https://www.legalaid.nsw.gov.au/> or contact:

Level 7, Civic Tower 66-72 Rickard Road, Bankstown NSW 2200 | 02 9707 4555

7. Australian Industrial Relations Commission

For Victoria, AIRC functions broadly, to facilitate agreement making between employers and employees or organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit: <https://www.vic.gov.au/industrial-relations-victoria> or contact:

irv.info@dpc.vic.gov.au

Likewise, IRC NSW's principal role is to resolve industrial disputes, unfair dismissal claims, fix wages rates and set terms and conditions of employment by making industrial awards and approving enterprise agreements. For more information, please visit <https://irc.nsw.gov.au/> or contact:

Level 1, 47 Bridge Street Sydney NSW 2000 | 02 8688 3516

Opening a bank account

In Australia there are two types of Banking organizations; banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

If you apply for a bank account within six weeks of arriving in the county, you need only supply your passport. There are two basic types of accounts:

- An everyday account which provides you with a cash card for use with 24- hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- Investment accounts -these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees.

It is best to shop around for a bank that suits you. Find a bank that has offices near your home and RIDGE INTERNATIONAL COLLEGE for convenience. Almost all banks charge fees on their accounts.

You should make sure you know what the fees are and when they will be charged. Banks operating in Victoria and NSW include:

- Bank of Melbourne
- Bendigo Bank
- Citibank
- Colonial State Bank
- The Commonwealth Bank
- National Australia Bank
- St George Bank
- Westpac

When you open your bank account the bank will ask you for your Tax File Number.

Australian banks such as ANZ, Bank of Melbourne, Commonwealth, National Australia Bank and Westpac Bank and others have services located in both the city and suburban centres.

Applying for a tax file number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form.

Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

In Australia you will be required to submit a taxation return showing the amount you have earned each year. Tax file numbers (TFNs) are issued to each taxpayer and this must show on your taxation return. To find out more about the Australian taxation system, employment, payment and tax file numbers see the section for individuals, including families, on the Australian Taxation Office website.

Entertainment

Many international events are held in Melbourne and Victoria including comedy festivals, Antipodes (Greek) Festival, Indian Festivals, Chinese Festivals the Australian Tennis Open, World Series Cricket, Melbourne Fashion Festival, and the Formula 1 Grand Prix. There are many more such events.

Use <https://whatson.melbourne.vic.gov.au/> and follow the links to find out what events including sports are on in Melbourne.

Likewise, you can also enjoy an extraordinary range of spectacular NSW attractions, from magnificent national parks and beautiful beaches, to road trips such as the Grand Pacific Drive, camping and lovely wine regions. There is fascinating heritage to explore, fun adventures to experience and natural wonders to see.

Use <https://www.visitnsw.com/things-to-do/attractions> to know more.

Port Phillip Bay

Melbourne is also close to Port Phillip Bay – take the No 15 tram to St Kilda – so it is easy to enjoy the beach and water sports too. Be careful while at the beach. Some Victorian beaches can be quite

dangerous for inexperienced swimmers. Always swim between the flags at beaches that are patrolled by Lifesavers. For helpful hints on water safeties visit the <https://www.vic.gov.au/water-safety>.

Wander around Parramatta

Take a wander along the Parramatta River, then jump onto the RiverCat and take the ferry to UNESCO World Heritage-listed Cockatoo Island to enjoy the stunning views over Sydney Harbour, a walk through convict history or discover one of the many art exhibitions throughout the year. For more information, please visit <https://www.escape.com.au/news/best-things-to-do-and-tourist-attractions-in-parramatta/>

Sport and Recreation

There are many places to play and watch all sorts of sport in Melbourne and Melbourne hosts many local, national and international sporting competitions.

The Melbourne Sport and Aquatic Centre in Albert Park is only a short tram ride away from RIDGE INTERNATIONAL COLLEGE and for a reasonable fee, you can play basketball, volleyball, table tennis, badminton and swim in the pool. For more information, please visit <https://statesportcentres.com.au/>

Likewise, many sport events are also held in NSW. For more information, please visit <https://www.sport.nsw.gov.au/find-a-sport>

Out of Town

There are many tourist attractions a few hours' drive from the city – The Yarra Valley, Mt Buller snow fields, Torquay surf beach, Healesville Sanctuary, The Grampians. Day tourbuses are easily accessed on Swanston Street between Little Bourke and Bourke Street and RIDGE INTERNATIONAL COLLEGE is close to major transportation hubs. For more information, please visit <https://corporate.visitvictoria.com/>

Likewise, you can also find many different attractions in NSW such as Blue Mountains, Hunter valley and many more. For more information, please visit <https://www.visitnsw.com/>

Transport

Melbourne

Melbourne has an extensive public transport system and RIDGE INTERNATIONAL COLLEGE is ideally located. The campus is close to major bus and tram routes. Before you use any public transport, whether it is a train, tram or bus, you are required to purchase a Myki (stored value travel card). These can be purchased at all train stations and at some newsagents. Please be aware that on trams, you are only able to use coins to purchase your ticket as the machines do not accept notes. Similarly, often buses are unable to cater to large notes such as \$20 or \$50 notes. It is recommended that you purchase your tickets in advance. There are many types of tickets available including weekly, monthly and 10

ticket packs.

Unfortunately, at this stage International students are not eligible for concessions. On trains it is important to validate your ticket before you board the train. If you are found without a valid ticket, you may be required to pay a transport infringement fine.

As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country license for three months from the date of entry to Australia. An international license can be used providing the license from the country of origin is also valid.

Parramatta

There are so many ways to get to Parramatta, a well-connected city served by bus, train and ferry. Parramatta is just 24 kilometres from the Sydney CBD and is easily accessed by express train or by Parramatta Road/M4 freeway, Victoria Road, Cumberland Highway or Windsor Road.

The city is served by buses to the interchange near Parramatta Station. Bus routes connect Parramatta with other Sydney destinations like Castle Hill, Hornsby, Ryde, Strathfield and the Sydney city centre.

Parramatta Station connects to locations all around metro Sydney. It's a 30-minute ride from Sydney's Town Hall to Parramatta. There are stations at nearby Harris Park and Westmead, too.

Parramatta is well serviced by major road connections. There are parking stations around Parramatta, many of which offer pre-booking discounts. There are also paid and free street parking spots in the city.

Parramatta is filled with an array of bushwalks and walking tracks that allow you to explore the diverse natural beauty that Parramatta has to offer.

Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Australian restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, and many more.

Clothing

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in Melbourne will provide you with a large range at a very competitive price. Also, you can find clothes for a very competitive price in NSW as well. Feel free to shop more in Australia!

Computers & Laptops

Student must bring their own laptop or PC, you need to ensure that it is compatible with Australia's

power supply (240W, 220W, 50HZ). Your modem will also need to be compatible with Australia's telephone system (Austell certified).

Mobile Phones

If you intend to use your existing handset and service provider in Australia ('international roaming'), you will need to contact your home provider to determine the necessary steps in making this arrangement. Alternatively, you may wish to use your current handset whilst in Australia but connect to a local service provider. There are a variety of mobile phone services operating in Australia which offer short-term (pre-paid) or long-term (contract) plans.

You should be aware, however, that because different countries operate under different cellular systems it is possible that your existing handset may not be compatible locally. In this instance you may be required to purchase a local handset.

Adjusting to Your New Campus & City

- Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.
- Choose a good housing option that suits your budget, needs and lifestyle.
- Consider physical aspects like location and travel time to your campus and household amenities.
- Talk to RIDGE INTERNATIONAL COLLEGE if you have questions or concerns.

Student Safety

Australia, as a whole, is a multicultural and tolerant country. Although it is a relatively safe country, it is not immune to crime. However, there are some common-sense steps you can take to ensure a safe and enjoyable stay. The RIDGE INTERNATIONAL COLLEGE Welfare Officer is available to give advice and address any concerns you may have.

Be aware of what is happening around you. Should you feel alarmed or suspicious head to a well-lit area or an area where there are other people.

Do not use ATM's alone in isolated areas.

Choose to walk in well-lit areas and be especially vigilant at night, where possible stick to main roads and avoid parks and dark laneways.

Do not wear headphones when walking alone at night as this will restrict your awareness. At train stations stay in well-lit areas and stand near security cameras.

Cultural Adjustment

International students and their families may experience a wide range of feelings and moods when

studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick. These are all very normal feelings. However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. RIDGE INTERNATIONAL COLLEGE staff including the Welfare Officer are available to assist and discuss any concerns.

Culture

Learning more about Australian culture can help you feel more settled.

It is common in Australia to call a person by their first name when meeting and addressing new people. Depending on the situation, you do not need to preface it with Mr., Miss, Dr or Professor (i.e. John instead of Mr. John's Surname);

Being on time is very important in Australia. If you are delayed for your appointment, for example 10-15 minutes, apologies for being late at the first convenience. However, if you feel that you will be significantly late, 30 minutes or more, it is recommended that you get in touch to apologise and let the other person know as soon as possible. However, punctuality is more relaxed when it comes to social occasions including parties and dinners;

Australians believe in equality and that all people deserve respect regardless of their gender, ethnic and racial background, occupation or economic circumstances. A casual "thank you" to a shop assistant, ticket seller and the like when you are served, is all that is required.

Miscellaneous Social Customs

If an Australian is invited to a meal, he or she may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to "bring your own plate", they mean bring a plate with some food to share; Do not push ahead of others who are waiting in a queue and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about his or her income, marital status or religion, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm's length from each other when in conversation. In general people will feel uncomfortable if you invade this "personal space"

You are not generally expected to tip for services. If the service has been very good, especially in a restaurant, you may wish to do so;

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little bargaining is commonly used in the open-air markets.

Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a

tissue paper are not considered acceptable public behavior.

Appropriate and Inappropriate Behaviour

Unacceptable behaviour – in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students' parties. Do not feel pressured to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime, and drinking excessively is considered socially unacceptable;

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favourable consideration;

Humour – Australians value a person's ability to laugh at him or herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

Developing Independent Living Skills

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month.

Balance your study and social life. Studying and living overseas generally happens only once in a life time. Learn how to achieve your academic goals and enjoy your experience in Australia at the same time.

Do not be afraid to ask questions.

Discuss your concerns within your peer support network. Keep records of your expenses to manage your budget.

Think about your future. Work out what you want to achieve (both professionally and personally), and how you are going to achieve this.

Consider developing additional skills that you do not have or want to further develop (i.e. joining a cooking class, a time management workshop etc.).

Be familiar with as many support services and facilities as possible.

Come and talk to us, you do not need to come with a problem. We are happy to simply listen to your experience or share our experience with you.

Support

Student Administration – provides support with settling in to RIDGE INTERNATIONAL COLLEGE

(Melbourne as well as Parramatta) and provides advice and assistance on meeting people in the community, cross-cultural adjustment, study progress, visa concerns and social activities, personal issues, your rights and responsibilities, accommodation needs, issues related to sexual harassment and equal opportunity, and is generally there to listen when you need to talk to someone.

General Course Information

Courses we deliver

RIDGE INTERNATIONAL COLLEGE deliver range of courses in Leadership & Management, Aged Care, Community Service, Early Childhood Education and Care, Disability Care, Information Technology and Hospitality Management.

Leadership Management

- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB80120 Graduate Diploma of Management (Learning)

Aged Care

- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support

Community Service

- CHC52025 Diploma of Community Services

Early Childhood Education & Care

- CHC30125 Certificate III in Early Childhood Education & Care
- CHC50125 Diploma of Early Childhood Education & Care

Disability Care

- CHC43121 Certificate IV in Disability Support

Information Technology

- ICT50220 Diploma of Information Technology
- ICT60220 Advanced Diploma of Information Technology

General English

- ELICOS

Hospitality

- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management

For full course details including courses duration, entry requirements, admission requirements and other information please visit <https://www.ridge.edu.au/courses/>.

Entry Requirements for International Students

All international student must meet following entry requirements to study at RIDGE INTERNATIONAL COLLEGE.

Age requirement

RIDGE INTERNATIONAL COLLEGE will only enrol students who are over 18 years of age at commencement of their course.

Academic requirement

To enter this qualification, applicants should have successfully completed an equivalent of Australian year 12 or secondary studies in applicant's home country.

Mature-age students will also be considered without the minimum education requirements but with relevant work experience within a chosen area of study and a demonstrated capacity to meet the course requirements.

English language requirement:

International students must demonstrate English language proficiency with minimum score of:

- IELTS overall band of 6.0 (Academic), or
- PTE (Pearson Test of English) 50; or equivalent.

The test must have been taken no more than two years before you apply for RIDGE INTERNATIONAL COLLEGE courses.

Alternatively, students can provide an evidence that:

- a. they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States, or
- b. within two years of their application, they have successfully completed a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification from the Australian Qualifications Framework in Australia, or
- c. successful completion of an English Placement Test

Language, Literacy and Numeracy test (LLN)

Student undertaking courses at RIDGE INTERNATIONAL COLLEGE must possess sound Literacy and Numeracy skills to successfully complete the courses at RIDGE INTERNATIONAL COLLEGE

All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF conducted by RIDGE INTERNATIONAL COLLEGE. The ACSF level required for each course is as below:

Course Name	Learning	Reading	Writing	Oral Communication	Numeracy
BSB50420 Diploma of Leadership and Management	3	3	3	3	3
BSB60420 Advanced Diploma of Leadership and Management	3	3	3	3	3
BSB80120 Graduate Diploma of Management (Learning)	3	3	3	3	3
CHC33021 Certificate III in Individual Support	3	3	3	3	3
CHC43015 Certificate IV in Ageing Support	3	3	3	3	3
CHC52025 Diploma of Community Services	3	3	3	3	3
Certificate III in Early Childhood Education & Care	3	3	3	3	3
CHC50125 Diploma of Early Childhood Education & Care	3	3	3	3	3
CHC43121 Certificate IV in Disability	3	3	3	3	3
ICT50220 Diploma of Information Technology	3	3	3	3	3
ICT60220 Advanced Diploma of Information Technology	3	3	3	3	3
SIT30821 Certificate III in Commercial Cookery	3	3	3	3	3
SIT40521 Certificate IV in Kitchen Management	3	3	3	3	3

SIT50422 Diploma of Hospitality Management	3	3	3	3	3
SIT60322 Advanced Diploma of Hospitality Management	3	3	3	3	3

If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs. For additional information and support contact the Reading Writing Hotline at www.readingwritinghotline.edu.au.

Pre-training Review

All student must undertake pre-training review prior to the enrolment which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by RIDGE INTERNATIONAL COLLEGE enrolment officer. Interview also aims to identify possible CT/RPL opportunities, confirm oral communication skills. Through pre-training review, student will demonstrate that they have necessary skills to successfully complete the course.

Digital literacy

All student enrolling in this course are expected to have basic computer skills including use of computer or laptop, internet, email application and a word processor.

Materials and Equipment Requirement

Although RIDGE INTERNATIONAL COLLEGE will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self- study, all learners are expected to have access to a laptop or computer. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, and an email platform.

Hospitality students will require access to kitchen kit and protective personal equipment (PPE) to participate in the practical tasks in the kitchen.

Student Obligations

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

RIDGE INTERNATIONAL COLLEGE can organise your OSHC cover. Contact our Student Services. You can find out more about OSHC at <https://oshcaustralia.com.au/en>.

Full Time Study

Australian law requires international students to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year or continuous 12-month period.

Attendance

International students studying VET courses are expected to attend all classes to facilitate effective learning. RIDGE INTERNATIONAL COLLEGE monitors student attendance in accordance with its Attendance Policy and requires students to attend 80% of their scheduled classes. However, students in VET courses at RIDGE INTERNATIONAL COLLEGE will be reported to the Department of Home affairs (DHA) only on the basis of unsatisfactory course progress (see Academic Progress).

Please refer to attendance policy at www.ridge.edu.au/policies

Academic Progress

If students do not meet academic progress requirements they will be reported to Department of Home affairs (DHA) which may lead to cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. One study period for RIDGE INTERNATIONAL COLLEGE course is of 10 weeks (term).

A failure in more than 50% of units in one study period will trigger a review of academic progress by RIDGE INTERNATIONAL COLLEGE and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all classroom activities, theory and practical classes
- Pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by trainers

- Make an appointment with the Trainer or Student Administration Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, RIDGE INTERNATIONAL COLLEGE will implement counselling procedures and an intervention strategy when trainers think the student may be at risk of not meeting the course requirements. If a student is identified as not making satisfactory course progress in a two consecutive study period in a course, RIDGE INTERNATIONAL COLLEGE will notify the student of its intention to report the student to Department of Home Affairs (DHA) for unsatisfactory progress. The provider does this through the written notice.

Please refer monitoring course progress policy at www.ridge.edu.au/policies

Change of Address

Upon arriving in Australia, you are required to advise RIDGE INTERNATIONAL COLLEGE of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to RIDGE INTERNATIONAL COLLEGE within 7 days of the change. It is extremely important that students notify RIDGE INTERNATIONAL COLLEGE of a change of address as, under Section 20 of the ESOS Act 2000, RIDGE INTERNATIONAL COLLEGE is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. RIDGE INTERNATIONAL COLLEGE may also send warning notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at RIDGE INTERNATIONAL COLLEGE. Additional information on student visa issues is available on the DHA web site at Department of Home Affairs www.homeaffairs.gov.au.

Training and Assessment at RIDGE INTERNATIONAL COLLEGE

Mode of Study and Delivery Approach

All courses at RIDGE INTERNATIONAL COLLEGE are delivered face to face in a training room or a simulated environment for 20 hours a week over three days.

RIDGE INTERNATIONAL COLLEGE used a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches includes: classroom lectures, use of simulated environment/training kitchen, presentations and learning management system, tutorials and self-study. During class time Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session
- Practical demonstration and practices in the training kitchen
- Role play and case studies in the training room to reinforce the required interpersonal skills for individual and group work
- Context related training activities in the training room involving individuals, pairs and small group activities
- Student resource workbooks and power point presentations
- Access to online resources to support training, self-study guides, independent reading and research projects
- Within assessment, students may be required to participate in relevant simulated case studies practical demonstrations, study centre that includes templates, case studies and scenarios which closely reflect workplace processes and unexpected or contingency related activities.

Training Sessions

- A trainer will be available during this time to deliver the training session: Morning 8.30 AM to 5.00 PM weekdays
- A student timetable will be provided prior to the commencing of the course each term
- Learning support will be provided to all Students through trainers as well as support officers.

Training support after training sessions

- A trainer will be available to assist students with training support immediately following the session or students may make individual appointments.
- Training support can also be provided to Individual students via telephone and email after the training sessions or on request from the students.
- Generic Student support such as study skills, employability skills, etc. will be provided during support workshops upon request.

- Students will be provided training support after the training sessions for the course or on their request.

Individual learning and reflection

Students are required to process what they have learnt during their reading and research, contemplate on their future professional career and apply the learning to their own life and work experience.

All students will be provided self-study guides and list of recommended books and resources to complete their individual learning and reflection.

Individual student reflection is designed to fulfil two purposes:

- Personal growth
- Personal application

Individual learning (self-study) and reflection may or may not include:

- Study undertaken by the Student in their own time
- Completing supplementary activities
- Additional resources
- Web links/ references
- Real life case scenarios and decision-making processes
- Additional resources
- Journals, newsletters and magazines.

Structured learning

- The trainer provides learning activities; the Student takes responsibility for completing all mandated tasks and activities.
- The trainer is available for consultation and feedback as required.
- All students will be provided with resources for Structured learning activities and tasks.

Structured learning may or may not include:

- Student workbook activities
- Learning activities
- Research
- Induction specific to the course/ unit requirements and content
- Projects
- Case studies

Work Placement (for hospitality courses)

Work Placement, also referred to as practical placement, is a compulsory requirement for completing hospitality qualifications at RIDGE INTERNATIONAL COLLEGE. Students undertaking hospitality courses are required undertake at least 192 hours of work placement in hospitality facility as part of their course. RIDGE INTERNATIONAL COLLEGE will arrange practical placements at commercial hospitality enterprises for students. Details about the work placement will be provided by the trainer during the course.

As part of work placement, students are required to maintain a log book that records their experience and attendance at both the commercial hospitality enterprise. The log book forms an essential part of course assessment and will be monitored regularly.

In situations where a student’s log book does not show completion of the required workplace experience or tasks, the student must undertake additional work-based experience to meet the assessment requirements.

Prior to Work Placement: Students will receive induction training at both RIDGE INTERNATIONAL COLLEGE and their place of work before commencing work placement. RIDGE INTERNATIONAL COLLEGE trainers will simulate workplace situations within the training room and training kitchen so that students can practice their knowledge and skills. Induction at the workplace allows students to become familiar with the workplace, procedures and staff.

Work placement applies to the following hospitality units:

Unit code and name	Number of required hours of work placement
SITHCCC043 Work effectively as a cook	192 hours
SITHKOP013 Plan cooking operations	48 hours

Principles of Training and Assessment

Training and assessment strategies developed by RIDGE INTERNATIONAL COLLEGE will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed;

- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification;
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders;
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups; and
- Training and assessment strategies will be validated annually through the internal review procedures.

Principles of Assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that needs to be applied to take account of them. It requires clear communication between the trainer and assessor and the student to ensure that the student is fully informed, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessments should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the Student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills;
- Knowledge that is essential to competent performance;
- Assessment of knowledge and skills must be integrated with their practical application; and

- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Preparation and Submission of Assessment

RIDGE INTERNATIONAL COLLEGE may use the following assessment methods to evaluate the student's competency:

- Written/Oral tests

- Workplace Assessment
- Observations
- Role-plays
- Work books
- Written Tasks
- Demonstration
- Third party reports and observations
- Projects
- Other assessment methodologies which align with the qualification and Student requirements

In keeping with the principles of competency-based assessment, the determination of competence will be based on the evidence gathered on at least three occasions, rather than on isolated assessment activities or events.

Trainers and Assessors will gather evidence of competencies over the duration of the Training Program. Throughout each unit of competency there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to ascertain how you are progressing with your learning and what progress you have made towards achieving the required competence. More formal assessment strategies are used to consolidate the evidence bank that you have been developing.

[Allowed attempts to demonstrate competency/ Reassessment](#)

RIDGE INTERNATIONAL COLLEGE allows students two opportunities to be assessed as competent. Should students not achieve competence after two attempts, then they have to repeat the unit of study and \$350 will be charged for re-assessment after two attempts. For details please refer to Assessment Policy & Procedure on RIDGE INTERNATIONAL COLLEGE website.

[Evidence of competence](#)

Evidence to demonstrate competency may include:

- Written answers
- Trainers & Assessors observation notes
- Project work
- Workplace mentor evaluations
- Checklists
- Demonstration of skills
- In-house tests

Students undertaking hospitality courses are required to undertake work placement. Refer to section “Work Placement’ section.

Assessment Submission

You are permitted to resubmit twice, but if you are still not deemed competent you will be charged an admin fee of \$350 for the 3rd resubmission. You must ensure that you complete all details on the Assessment Cover Sheet include your Name, Student ID, Course Code and Course Name, and sign and date at the bottom of the cover sheet.

You must always keep a copy of your completed assessments.

Assessment Outcome

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

Assessment Extensions

It is expected that students will submit assessments by the due date however we understand that where special circumstances exist, an extension of time may be required. If you do require an extension of time for an assessment, you will need to complete an Assessment Extension Form and send to admin@ridge.edu.au together with appropriate supporting documentation, at least 48 hours before the due date. The form will be available to contact with the RIDGE INTERNATIONAL COLLEGE student support department.

The following factors will not be regarded as suitable grounds for granting of an assessment extension:

- Normal/routine demands of employment and employment-related travel;
- Scheduled anticipated changes of address, moving to a new house, etc.;
- Demands of sport or extra-curricular activity (other than to represent in state, national or international sporting or cultural events);
- Recreational travel (domestic or international); and
- Planned events, such as a wedding.

For any personal/academic issues that may be impacting on your ability to study effectively, contact your Trainer/Assessor for support.

Course Monitoring

All students are appointed a Trainer/Assessor, who is responsible for the delivery and monitoring of their nationally recognised qualification.

Students who feel that they may require additional support in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this with their Trainer/Assessor.

Should you experience any difficulty that may be affecting your progress please discuss this with your Trainer/Assessor.

Review and evaluation processes will occur at regular intervals over the duration of your training program. You are encouraged to provide feedback regarding training delivery and assessment strategies to improve the quality of the learning you receive.

Refer to Course Monitoring policy at <https://www.ridge.edu.au/policies>

Recognition of Prior Learning (RPL) and Credit Transfers (CT)

All students will be offered the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer. Students can apply for RPL or Credit Transfer prior to commencement of the course and delivery of the relevant unit(s). RPL and Credit Transfer will be offered and processed according to RIDGE INTERNATIONAL COLLEGE's Assessment Policy & Procedure.

Recognition of Prior Learning (RPL)

Prospective Students will be made aware of the RPL policy and process prior to enrolment into the program, via discussions, orientation, Pre-Enrolment and Post Enrolment student information through student handbooks and RIDGE INTERNATIONAL COLLEGE's website.

Students can demonstrate competency through formal, non-formal and informal learning:

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Students are encouraged to apply for RPL immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any learning opportunities offered should they be unsuccessful in the RPL process.

Credit Transfer

RIDGE INTERNATIONAL COLLEGE recognises the AQF Qualifications and Statement of Attainments issued by any other Registered Training Organisation.

The RIDGE INTERNATIONAL COLLEGE Recognition of Prior Learning Policy outlines in detail the specific RIDGE INTERNATIONAL COLLEGE process to be followed for granting Recognition of Prior Learning and Credit Transfer. RPL tools, applications and documentation are available for all units of competency.

Plagiarism

Plagiarism is taking the words, theories, creations or ideas of another person and passing them off as your own.

Plagiarism can be deliberate – copying a passage from a book or journal or pasting something from the internet into an assignment without referencing the original source.

You can also commit inadvertent (accidental) plagiarism which is where you unintentionally repeat some of the information you have read in the course of your research. You must ensure you reference ALL material that comes from another source so question yourself as to whether you have read the information elsewhere and go back to your sources to locate the reference.

Plagiarism can also result from not referencing correctly. You must ensure you know how to reference your work using the style advised by your trainer/assessor.

Consequences of Plagiarism

All forms of plagiarism will be taken seriously - deliberate or not!

Plagiarism is a serious issue that can result in failing an assignment, or even having to leave the course.

For more detail, please contact your trainer, student administration, or access RIDGE INTERNATIONAL COLLEGE's website.

Certificates and Statements of Attainment

RIDGE INTERNATIONAL COLLEGE is responsible for the quality of the training and assessment of the courses it delivers in compliance with these Standards for RTOs 2015, and for the issuance of the AQF (Australian Qualifications Framework) certification including Statement of Attainment and Award Certificate.

Students who successfully complete all the requirements of their training program will receive a Nationally Accredited Certificate or Student who does not complete the full requirements of the training program will be issued a Statement of Attainment according to the Australian Qualification Framework requirements.

RIDGE INTERNATIONAL COLLEGE will issue all AQF certification within 30 calendar days of a Student being assessed as competent in the qualification, skill set or unit of competency in which they

are enrolled and providing all agreed and outstanding fees have been paid to RIDGE INTERNATIONAL COLLEGE.

Qualification Completion Timeframe

RIDGE INTERNATIONAL COLLEGE has provided the following timeframes for course completion:

Qualification Timeframe

Please note:

- a. RIDGE INTERNATIONAL COLLEGE reserves the right to cancel an enrolment without notice (withdraw the Student), if after allocated timeframe a Student has not completed and achieved their Qualification of Individual Unit of Competency.
- b. If the Qualification has partially successfully been completed, a Statement of Attainment will be issued for those units completed the Student has been deemed competent.
- c. Your Student File and Student Management System records will be updated to reflect changes with your qualification timeframe and completion.

Exit Point

- Unit by unit delivery allows students to exit at any point with full credit for all successfully completed units.
- At any point before the completion of the program, a participant may request a Statement of Attainment for an individual unit or units where he/she has been assessed competent.
- At the successful completion of the program, a certificate and record of results for the qualification will be issued.

Benefits of obtaining an AQF Nationally Accredited Training Qualification

- Obtaining a qualification is the first step to a rewarding career or to advancement in your existing career or workplace;
- Students receive a nationally recognised industry qualification;
- Students are provided with knowledge and skills enabling them to develop a career path;
- Each training program is tailored to your training and personal development requirements;
- Students have a personal Training Plan which reflects their skill development needs.

Transitioning to a New Qualifications

Where a qualification or unit of competency has undergone changes, according to the transition arrangements from the industry you may be transferred to the new replacement qualification as soon as practicable. RIDGE INTERNATIONAL COLLEGE will inform you of any potential changes to ensure you are not in any way disadvantaged.



Pathways to Higher Education

Graduates of RIDGE INTERNATIONAL COLLEGE may seek credits to the relevant degree programs in Australian universities. RIDGE INTERNATIONAL COLLEGE has no special arrangements with any Australian university and there is no guaranteed entry into university programs. As a general rule student with high marks will have the best chance of being accepted by a university.

Ridge International College Policies, Procedures, Legislative and Regulatory requirements and obligations

Complaints & Appeals

Despite all efforts of RIDGE INTERNATIONAL COLLEGE to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution or students may appeal against a complaint outcome or educational determination (e.g. assessment result).

Staff also has the right to avail themselves of this process.

RIDGE INTERNATIONAL COLLEGE will approach all complaints and appeals with an open view and attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and mediation, RIDGE INTERNATIONAL COLLEGE acknowledges the need for an appropriate external and independent agent to mediate between the parties.

RIDGE INTERNATIONAL COLLEGE understands individuals' concerns regarding confidentiality and is totally committed to fair treatment respecting and upholding individuals' rights to privacy protection under the Australian Privacy Principles (APPs) contained in The Privacy Act amended 1988 (Cth). RIDGE INTERNATIONAL COLLEGE respects the privacy rights of all individuals in the workplace. RIDGE INTERNATIONAL COLLEGE has implemented a program to ensure compliance with the APPs.

RIDGE INTERNATIONAL COLLEGE understands that despite all its efforts to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. Students have the opportunity to have any complaint or appeal resolved and resolutions reached that attempt to satisfy all parties. There is no cost to the student unless the referral is made to a third party.

Complaints and appeals may be made in relation to any of the following:

- RIDGE INTERNATIONAL COLLEGE, its trainers, assessors or other staff;
- Any third-party providing services on RIDGE INTERNATIONAL COLLEGE's behalf, its trainers, assessors or other staff;
- Assessment/RPL outcome; or
- A student of RIDGE INTERNATIONAL COLLEGE.

Complaints may be made in relation to any of RIDGE INTERNATIONAL COLLEGE's services and activities such as:

- The application and enrolment process;
- Marketing information;
- The quality of training and assessment provided;

- Training and assessment matters, including student progress, student support and assessment requirements;
- The way someone has been treated; or
- The actions of another student.

Appeals should be made to request that a decision made by RIDGE INTERNATIONAL COLLEGE is reviewed. Decisions may have been about:

- Course admissions;
- Refund assessments;
- Response to a complaint;
- Assessment outcomes / results; or
- Other general decisions made by RIDGE INTERNATIONAL COLLEGE.

RIDGE INTERNATIONAL COLLEGE is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, RIDGE INTERNATIONAL COLLEGE ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner;
- Are responded to promptly, objectively, with sensitivity and confidentiality;
- Are able to be made at no cost to the individual; and
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

The complaints and appeals policy and complaints and appeals form are made available to all students and potential students by directly contacting RIDGE INTERNATIONAL COLLEGE, through the RIDGE INTERNATIONAL COLLEGE's website and student handbooks.

Where possible, all informal attempts shall be made to resolve the issue (Informal Compliant) this may include advice, discussions, meeting with the student, emails and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues, but once a student has placed a formal complaint / appeal, the following procedures must be followed.

If a student is uncomfortable with speaking directly to the person involved or the informal process does not resolve the issue to the student's satisfaction, the formal process should be followed as described below. Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under assessment appeals.

[Informal complaints](#)

Students or potential students or stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer about his/her concerns, issues about fees should be discussed in the first instance with the PEO.

If the student or potential student or stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the RTO Manager. He/she may be accompanied or assisted by a support person during this process.

The PEO will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.

Within ten (10) days of receiving the grievance, RIDGE INTERNATIONAL COLLEGE will provide the complainant and any other person(s) directly concerned with a written report summarizing the actions that were taken, or will be taken, to resolve the issue.

If the complainant is not satisfied with the outcome, a formal complaint can be lodged.

Formal Complaints

Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. There is no cost for the complaints process unless it is referred to a third party. Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the PEO.

Any person wishing to submit a formal complaint can do so by completing the Complaints and Appeals Form and state their case, providing as many details as possible. This form can be obtained by contacting Administration staff at RIDGE INTERNATIONAL COLLEGE, or through the RIDGE INTERNATIONAL COLLEGE website.

All formally submitted complaints are submitted to the PEO.

Once a formal complaint is received it will be entered the Complaints and Appeals Register and written acknowledgment will be sent to the complainant which is monitored by the RTO Manager regularly. The information to be contained and updated within the register is as follows:

- The name of the complainant
- Date of the complaint
- Type of complaint
- Name of investigating officer/business unit assigned to deal with the complaint
- Response from those involved in the allegations
- Analysis of the matter
- Outcome of complaint
- Action recommended addressing systemic issues (if any)
- Time taken to investigate complaint
- Complainant satisfaction with the outcome.

A student may be assisted or accompanied by a support person at any face to face meetings regardless of the nature of the issue or complaint throughout the process at all times.

The PEO will then refer the matter to the appropriate staff members to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Where a decision is expected to take longer than 60 days, RIDGE INTERNATIONAL COLLEGE will advise the student in writing of the delay and including the reasons for the delay. Thereafter the student will be provided with weekly updates in writing of the progress of the complaint or appeal. Weekly updates to both complainant and appellant will be provided by the PEO. If decision is taking more than 60 days, the matter can be forwarded to an external complaints' resolution organisation as well for resolution.

Once a decision has been reached, the PEO will inform all parties involved in writing. Where the complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. To appeal a decision, the RIDGE INTERNATIONAL COLLEGE must receive, in writing, grounds of the appeal within 20 days of the date of the notice of the decision.

The PEO ensures that RIDGE INTERNATIONAL COLLEGE will act immediately on any complaint where the complaints process results in a decision that supports the complainant. RIDGE INTERNATIONAL COLLEGE will immediately implement any decision and/or corrective and preventative action that are required and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the PEO or representative and in the student's file, in case of student as complainant.

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:

- Contact a solicitor; or
- Contact the Law Institute 470 Bourke St., of Victoria, Melbourne 3000, and telephone 03 9602 5000 for a referral to a solicitor.
- Contact International Student Legal Service NSW: 02 9698 7645

Appealing

All students and stakeholders have the right to appeal decisions made by RIDGE INTERNATIONAL COLLEGE where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by RIDGE INTERNATIONAL COLLEGE may include:

- Any other conclusion/decision that is made after a complaint has been dealt with RIDGE INTERNATIONAL COLLEGE in the first instance as described in the complaints process above. This is referred to as a general appeals)
- Assessments decisions as set out below (assessment appeals).

To activate the appeals process, the complainant must complete a Complaints and Appeals Form that must include a summary of the grounds the appeal is based upon. The reason the student feels the

decision is unfair is to be clearly explained and help and support with this process can be gained from RIDGE INTERNATIONAL COLLEGE staff.

About general appeals, the RTO Manager determines the validity of the appeal and organizes a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

CM ensures RIDGE INTERNATIONAL COLLEGE acts on any substantiated appeal.

General Appeals

Where a student has appealed a decision or outcome of a formal complaint, they are required to notify RIDGE INTERNATIONAL COLLEGE in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the RTO Manager or a nominee appointed by the RTO Manager. An RIDGE INTERNATIONAL COLLEGE representative must record the details in the Complaints and Appeals Register.

The RTO Manager or a nominee appointed by the RTO Manager will be notified and will seek details regarding the initial documentation of the complaint and decide based on the grounds of the appeal.

The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated particularly the student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify RIDGE INTERNATIONAL COLLEGE within 20 working days if they wish to proceed with the external appeals process.

Assessment Appeals

Where a student wishes to appeal an assessment, they are required to notify their Trainer in the first instance. Where appropriate their Trainer may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer shall complete a written report regarding the re-assessment outlining the reasons why assessment was - or was not - granted.

If this is still not to the student's satisfaction, the student may formally lodge an appeal within 10 working days. They will lodge this with the RTO Manager or a nominee appointed by the RTO Manager and the appeal will be entered in the Complaints and Appeals Register.

The RTO Manager will be notified and will seek details from the Trainer involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by RIDGE INTERNATIONAL COLLEGE.

The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify RIDGE INTERNATIONAL COLLEGE if they wish to proceed with the external appeals process.

External Appeals

If not satisfied with the decision in stage 2, the complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by RIDGE INTERNATIONAL COLLEGE for that purpose.

The details of these external bodies are as follows:

Overseas Students Ombudsman (For International students only)

Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

There's no cost to the student for using services offer by Overseas Students Ombudsman. Alternatively, students can access other third party mediators, such as: Resolution Institute : website <https://www.resolution.institute/>

Or

The Dispute Settlement Centre of Victoria (DSCV) Dispute Assessment Officer Level 4,
456 Lonsdale Street, Melbourne VIC 3000

Tel: 9603 8370 , Website: <https://www.disputes.vic.gov.au/>

The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between RIDGE INTERNATIONAL COLLEGE and the complainant.

The RIDGE INTERNATIONAL COLLEGE will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.

Further information

If a client (student or other client) is still dissatisfied with the decision of RIDGE INTERNATIONAL COLLEGE, they may wish to seek advice or make a complaint about RIDGE INTERNATIONAL COLLEGE to ASQA directly. If, after RIDGE INTERNATIONAL COLLEGE's internal complaints and appeals processes have been completed, you still believe RIDGE INTERNATIONAL COLLEGE is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as your advocate the lodgement of your complaint will inform ASQA's risk assessment of RIDGE INTERNATIONAL COLLEGE and a complaint audit may be conducted.

Contact details for ASQA are:

Australian Skills Quality Authority

Melbourne - Level 6, 595 Collins Street

Brisbane - Level 7, 215 Adelaide Street

Sydney - Level 10, 255 Elizabeth Street

Canberra – Ground Floor, 64 Northbourne Avenue

Perth - Level 11, 250 St Georges Terrace

Adelaide - Level 5, 115 Grenfell Street

Hobart - Level 11, 188 Collins Street

Telephone: 1300 701 801

Email: complaintsteam@asqa.gov.au Website: www.asqa.gov.au

RIDGE INTERNATIONAL COLLEGE Staff may also use this complaints and appeals process.

RIDGE INTERNATIONAL COLLEGE will use all complaints as an opportunity for continuous improvement.

This policy and procedure is compliant with VQF and National Code Standards in providing a process for complaints and appeals to be heard and actioned where necessary.

[The RIDGE INTERNATIONAL COLLEGE Complaints and Appeals policy - principles of natural justice and procedural fairness](#)

- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered
- Any allegation against a RIDGE INTERNATIONAL COLLEGE staff member or member of a subcontractor party is made known to that person
- Investigations and decisions are made by persons who do not exercise bias
- A complainant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process
- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.
- All the information regarding this policy can be found:
 - On the RIDGE INTERNATIONAL COLLEGE website,
 - in the Student Handbook,
 - in the Staff Handbook,
 - In the Letter of Offer and Acceptance Agreement; and
 - During Orientation.

- The student can be supported or accompanied by an independent person during the complaints and appeals process.
- It is normal RIDGE INTERNATIONAL COLLEGE policy that whilst a student is going through any formal complaint or appeals process that the student remains enrolled at RIDGE INTERNATIONAL COLLEGE and continues their studies and assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired, or the result of the complaint or appeal is decided in the student's favour.
- RIDGE INTERNATIONAL COLLEGE has a fair and transparent informal and formal complaints and appeals process, but should the student require it, access is available to an independent mediator who can review the complaint and/or appeals process.

Important: see notes at beginning of section on External Appeals Procedure below.

NOTE: If the outcome is in the appellant's favour then RIDGE INTERNATIONAL COLLEGE will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

General Process to lodge a complaint or internal appeal

The process to be followed for an external appeal is documented by Compliance Executive for Students.

The following actions must be completed for a complaint or internal appeal:

Topic	Process
Availability of Complaints and appeals policy and Complaints and appeals form	The complaints and appeals policy and Complaints and appeals form are made available to all students and other stakeholders by directly contacting RIDGE INTERNATIONAL COLLEGE, through the RIDGE INTERNATIONAL COLLEGE's website and student handbook.
Informal Complaints	Where possible all informal attempts shall be made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student/stakeholder issue Any staff member can be involved in this informal process to resolve issues but once a

	<p>student has placed a formal complaint / appeal the following procedures must be followed</p>
<p>Receive and acknowledge the formal complaint</p>	<p>Complaints Any student, potential student, employee or third party may submit a formal complaint to RIDGE INTERNATIONAL COLLEGE with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.</p> <p>Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the Principal Executive Officer (PEO).</p> <p>Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at RIDGE INTERNATIONAL COLLEGE, or through the RIDGE INTERNATIONAL COLLEGE website.</p> <ol style="list-style-type: none"> a. As per policy, complaints are to be made in writing by the complainant. b. The RIDGE INTERNATIONAL COLLEGE should review all complaints upon receipt. c. Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
<p>Review of Complaint or Appeal</p>	<p>Once a complaint or appeal is received and checked for it should be forwarded to the appropriate person for review.</p>
<p>Cost</p>	<p>There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses</p>

	for attending RIDGE INTERNATIONAL COLLEGE offices to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will not be reimbursed.
Presentation of case	ALL complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue to help them present their case). The cost to accompany that friend/third party will be at their own cost.
Determination	<p>The Review Person may gather evidence and constitute a review committee as they see fit.</p> <p>This process must be commenced within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence) and complete the process within a reasonable time period usually 10-15 working days.</p> <p>If further evidence is requested, then the Review Person must communicate with the complainant or appellant as soon as possible and within 5 working days asking for evidence.</p> <p>The process will be put on hold until the evidence is received.</p> <p>How a decision is reached will be advised in the written response to the complainant or appellant.</p>
Timescale	The complaint or appeal should normally be commenced within 10 working days of the receipt of the completed form and associated supporting material. See “Determination” above in relation to request of supplementary information.
Appeal following a complaint	If the complainant is not satisfied with the decision, they may appeal. That appeal is on the fairness and objectivity of the decision.
Formal response to a complaint	A template for a formal written response has been developed for when the complaint is

	accepted or rejected. This includes the complainant's right to access the Internal Appeals process.
Formal response to an appeal	A template for a formal written response has been developed for when the appeal is accepted or rejected. This includes the complainant's right to access the External Appeals process.
Documentation	<p>ALL documentation relating to a formal complaint or appeal MUST be recorded on the student file.</p> <p>This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidentially and stored securely for 7 years.</p> <p>Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified, and RIDGE INTERNATIONAL COLLEGE takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>
Complaints and Appeals Register	All formal complaints or appeals must be logged in the Complaints and Appeals Register.
Learning	A complaint or appeal is a learning opportunity for RIDGE INTERNATIONAL COLLEGE. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.
Standards for Registered Training Organizations 2015	<p>Subject to Clause 6.6, to be compliant with Standard 6 RIDGE INTERNATIONAL COLLEGE has the following procedures in place:</p> <ol style="list-style-type: none"> 1. RIDGE INTERNATIONAL COLLEGE has a complaints policy to manage and respond to allegations involving the conduct of:

	<ul style="list-style-type: none"> a. RIDGE INTERNATIONAL COLLEGE, its trainers, assessors or other staff; b. a third-party providing services on RIDGE INTERNATIONAL COLLEGE’s behalf, its trainers, assessors or other staff; or c. a student of RIDGE INTERNATIONAL COLLEGE <p>2. RIDGE INTERNATIONAL COLLEGE has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by RIDGE INTERNATIONAL COLLEGE or a third- party providing services on the RIDGE INTERNATIONAL COLLEGE’s behalf.</p> <p>3. RIDGE INTERNATIONAL COLLEGE’s complaints policy and appeals policy ensure:</p> <ul style="list-style-type: none"> a. the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process; b. are publicly available; c. set out the procedure for making a complaint or requesting an appeal; d. complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and e. provide for review by an appropriate party independent of RIDGE INTERNATIONAL COLLEGE and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal. <p>4. Where RIDGE INTERNATIONAL COLLEGE considers more than 60 calendar days are required to process</p>
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	<p>and finalise the complaint or appeal, RIDGE INTERNATIONAL COLLEGE:</p> <p>a. informs the complainant or appellant in writing, including reasons why more than 60 calendar days are.</p>
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Categorisation of complaint or appeal

The nature of the complaint or appeal will be categorised as follows:	Matter referred to the following
Administrative Complaint. Complaints against the delivery of administrative and support services and facilities	Compliance Executive
Academic Complaint. Complaints against teachers/trainers, training delivery and assessment and the like.	Compliance Executive
Student Conduct Complaint. Complaints against misconduct/ misbehaviour of students.	Compliance Executive
Appeal	PEO of RIDGE

Continuous Improvement

A summary of all complaints and appeals received in the Complaints and Appeals Register will be presented as a part of the Continuous Improvement policy and procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- repeat issues
- Students that may be vexatious in using the process
- Common threads relating to the general management and or safety of the staff and students and the services being provided.

(When viewed collectively) any general adverse trend that needs correcting.

Confidentiality and Privacy Statement

RIDGE INTERNATIONAL COLLEGE values and is committed to protecting the privacy of its students. We collect and use student’s personal information provided on the Complaints Form to address their complaint. Access to the complaint details are restricted to authorised staff that assist in addressing the complaint. The student will receive written notification of the final outcome/ resolution of the complaint. Students may have the right to access the personal information we held on them subject to any exemptions in relevant laws, by contacting us on admin@ridge.edu.au

Publication

This policy, once approved, will be available to all students and staff by accessing it from the RIDGE INTERNATIONAL COLLEGE website <https://ridge.edu.au/>

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Fees Payment and Charges

- All Fees and Charges related to each course is stipulated in the specific Course Information page on the Student Prospectus, Student Handbook and the Schedule of Fees section in the student agreement and on the RIDGE INTERNATIONAL COLLEGE website <https://ridge.edu.au/schedule-of-fees/>
- Students must pay fees in advance at all times. Fees for the course, including Tuition Fees, Material Fees, OSHC as well as payment terms are stipulated in the student agreement.
- Students are not required to pay more than an initial tuition fee amount as stated on this offer letter (or 50% of the tuition fee) before the start of the course. However, Students have a choice to pay more than 50% of the tuition fees or the full course fees upfront if you wish to.
- Student may apply for a payment plan for payment of fees, The CEO will make the final decision and the Student is to be notified of the outcome.
- If enrolled in more than one course, students must pay the required deposit for each course (as specified in the Offer Letter and Student Agreement).
- If the potential student applies for RPL/CT, the fees and charges will remain unchanged. Refer to the Course Credits – National Recognition, Recognition of Prior Learning & Credit Transfer Policy and Procedure.
- Fees and Charges are subject to change at the discretion of RIDGE INTERNATIONAL COLLEGE. However, once enrolled in a course, the course fees will remain the same for the normal duration of that course.
- RIDGE INTERNATIONAL COLLEGE can apply a late payment fee for overdue fees.
- RIDGE INTERNATIONAL COLLEGE reserves the right to withhold the granting of an Award attained by a student, if student fees remain outstanding.
- If a student is unable to satisfactorily complete an assessment task in line with RIDGE INTERNATIONAL COLLEGE Student Assessment policy, there will be fees charged for the subsequent Reassessment. Where a student is required to repeat the unit, the cost to repeat a unit of competency is payable as per the Schedule of Fees.
- Student must not pay any fees payable to RIDGE INTERNATIONAL COLLEGE to any third party, including education agents without notifying to RIDGE INTERNATIONAL COLLEGE before making a payment. RIDGE INTERNATIONAL COLLEGE will not be responsible for any fees paid by student to such third party and ensuing refunds.

Financial hardship

If you are experiencing severe financial hardship, contact RIDGE INTERNATIONAL COLLEGE to make an appointment to further discuss your tuition fee options.

Fee for Service

All qualifications and courses offered by RIDGE INTERNATIONAL COLLEGE are available on a Fee for Service (FFS) basis. Details of the cost of each course are available on RIDGE INTERNATIONAL COLLEGE's website. <https://ridge.edu.au/>

FFS qualifications must be paid for in accordance with the payment plan arranged, if any, prior to commencement of the qualification. Payment can be made by Cheque, or EFT. Enrolments will not be processed without payment of an enrolment fee or notification of an agreed payment plan. Please note that Students are not officially enrolled until they have paid their fees or received written documentation stating they are exempt from payment or a payment plan has been entered into.

Payment by Instalments

Where a student enrolls in a Fee for Service course or qualification, an initial payment for tuition fees should not exceed 50% of the total payment shall be paid on enrolment. The balance of the fee will be paid in accordance with a payment plan negotiated and agreed upon between RIDGE INTERNATIONAL COLLEGE and the Student.

The amount and frequency of payments will depend on the amount payable for the course and the length of the course and shall reflect the value of training delivered within a specified period. At no time shall the student be required to make any payment more than statutory guidelines which regulate the amount RIDGE INTERNATIONAL COLLEGE is permitted to require a student to pay, at any time.

Where a student faces financial hardship, RIDGE INTERNATIONAL COLLEGE shall make every effort to propose a payment plan, acceptable to the Student that reflects the individual student's circumstances.

As with all relationships between RIDGE INTERNATIONAL COLLEGE and its students, all discussions and arrangements entered remain strictly confidential.

Paying by instalments must be arranged with the RIDGE INTERNATIONAL COLLEGE office within two weeks of being notified of acceptance into the qualification.

Re-Issue of Statement of Attainments and or Certificates

If a student requests that a qualification Testamur or Statement of Attainment be re-issued, then the RIDGE INTERNATIONAL COLLEGE may charge a re-issue fee of \$50.00. This charge may be waived at the discretion of the PEO. If levied, the fee must be paid prior to the re-issue.

Material Fee

The material fees and charges are subject to change from time to time. For the most recent information, please refer to RIDGE INTERNATIONAL COLLEGE's website <https://ridge.edu.au/schedule-of-fees/> or contact RIDGE INTERNATIONAL COLLEGE's office.

Refer fee payment and charges policy and procedures available from our website <https://ridge.edu.au/policy/> for full policy details.

Refund Policy

RIDGE INTERNATIONAL COLLEGE's refund policy outlines the refund policy and procedure in accordance with the requirements Standard 3 of the National Code 2018 and the VET Quality Framework. This policy applies equally to all new and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- RIDGE INTERNATIONAL COLLEGE defaults (Provider default)
- The Student defaults (Student default)
- 1. Provider (RIDGE INTERNATIONAL COLLEGE) Default:

RIDGE INTERNATIONAL COLLEGE will be considered to have defaulted when:

- The course the student has enrolled in does not start on the agreed starting day; or
- The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
- The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on RIDGE INTERNATIONAL COLLEGE ▪ There is a change of RIDGE INTERNATIONAL COLLEGE's legal entity and as a result, a corresponding change to the RIDGE INTERNATIONAL COLLEGE's RTO/CRICOS registration.
- In the case, where RIDGE INTERNATIONAL COLLEGE defaults, the RIDGE INTERNATIONAL COLLEGE will advise affected students in writing of the default within 3 working days of the default taking place.
- Within 10 working days of the default taking place, the RIDGE INTERNATIONAL COLLEGE will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the RIDGE INTERNATIONAL COLLEGE will give the student a statement explaining how the unused prepaid tuition fees have been calculated.
- Where students choose to accept placement in a suitable alternative registered course, RIDGE INTERNATIONAL COLLEGE will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of

any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees.

- Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student visa.
- RIDGE INTERNATIONAL COLLEGE's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director.
- RIDGE INTERNATIONAL COLLEGE will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations.
- In the event that RIDGE INTERNATIONAL COLLEGE is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Home Affairs (DHA) for implications to their student visa.

2. Student (You) Default:

A student will be considered to have defaulted when:

- The student fails to pay an amount he or she was liable to pay to RIDGE INTERNATIONAL COLLEGE for the course he/she is enrolled in
- The student withdraws after their agreed starting day
- The student is deemed to have breached a condition of his or her student visa
- The student has been expelled by the RIDGE INTERNATIONAL COLLEGE due to serious misconduct

In the case of student default, no refunds will be made. RIDGE INTERNATIONAL COLLEGE reserves the right to claim any outstanding fee for the course(s) the student has enrolled in.

Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the

immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded. Such special circumstances include:

- serious illness – verified by a medical certificate
- family or personal tragedy
- acts of God
- acts of Government authorities, for example the student is prevented from commencing studies in the agreed course of study.

Visa Refusal

- a. If a student visa application or visa renewal is refused by the Australian Government, a full refund of tuition fees, less administration fees, will be made. The refund administration fee is \$500 or 5% of the total paid tuition fees, whichever is lesser. RIDGE INTERNATIONAL COLLEGE will process the refund within 28 days (20 working days) from the day the student visa is refused by the Department of Home Affairs.
- b. If the student is an international student who is currently in Australia and has their student visa application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements; RIDGE INTERNATIONAL COLLEGE will calculate and refund the unspent portion of tuition fees paid to date (that is, the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred).
- c. RIDGE INTERNATIONAL COLLEGE must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).
- d. No refunds will be granted where:
 1. an international student currently in Australia has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or
 2. the student was refused a student visa, and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - i. the student's failure to start the course at the location on the agreed starting day;
 - ii. the student's withdrawal from the course at that location;
 - iii. the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

Refund Table

The table below provides a list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

Refund Situation	Applicable Refund
1. Provider default	Full refund of unused prepaid tuition fees (less Administration Fee)
2. Student default	No refund
3. Visa refused (prospective overseas students)	Full refund of prepaid tuition fees (less Refund Administration fees of \$500 or 5% of the total paid tuition fees, whichever is lesser).
4. Visa extension is refused (continuing onshore overseas student)	Full refund of unused prepaid tuition fees (less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser).
5. Student withdraws at least 10 weeks prior to agreed starting day	85% refund* of the total Tuition Fees
6. Student withdraws at least 7 weeks prior to agreed starting day	80% refund* of the total Tuition Fees
7. Student withdraws at least 4 weeks prior to agreed starting day	70% refund* of the total Tuition Fees
8. Student withdraws less than 4 weeks prior to agreed starting day	50% refund* of the total Tuition Fees
9. Student withdraws after agreed starting day	No refund
10. Visa cancelled due to the actions of the student (overseas students only)	No refund
11. Expulsion from the college due to breach of college rules or misconduct	No refund
12. Application Fees, Material Fees and all other fees stipulated in the Fees and Charges schedule	No refund (except in case of visa refusal)

*Refunds granted may incur an education agent's fee, except in the case of visa refusal.

Non-Commencement of Studies

- Where a student accepts an offer of admission and pays the relevant fee and fails to attend the college on the agreed starting date, or to notify the RIDGE INTERNATIONAL COLLEGE of his/her intentions, the RIDGE INTERNATIONAL COLLEGE may cancel the student's enrolment after 14 days. Refunds will be calculated in accordance with the above Refund Table and the Refund Policy. The cancelling of a student enrolment may affect their student visa.

Deferring of Studies

- If after accepting an offer of a place and applicant gives written notice before the Commencement of the course of his/her intention to defer or postpone to the next available

intake, all tuition fees will be transferred to the next available intake. However, any new fee structures and reenrolment fees will apply. The next available intake may be the following term or subsequent terms depending on course availability. The applicant will need to submit an Application to Defer Studies form in line with the RIDGE INTERNATIONAL COLLEGE'S Student Deferment, Suspension and Cancellation Policy.

- Where the student defers commencement to a later commencement date but then gives a written notice of intention to not take up a deferred place prior to commencement, a refund will be assessed based on the period of notification and circumstances of the later commencement date
- RIDGE INTERNATIONAL COLLEGE is only permitted to approve deferrals of studies for overseas students on the grounds of compassionate or compelling circumstances in line with the RIDGE INTERNATIONAL COLLEGE'S Student Deferment, Suspension and Cancellation Policy

Refund Process

- a. Student must complete a Refund Application form to request for a refund.
- b. Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application.
- c. All applications will be considered by the Chief Executive Officer within 10 working days of the completed application being submitted.
- d. The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
 - i. Application approved and refund processed.
 - ii. Application not approved and/or in line with the students written agreement, the student will need to make appropriate payment of outstanding fees.
- e. Once a refund is approved, students will be provided with a letter detailing how their refund amount was calculated and determined. RIDGE INTERNATIONAL COLLEGE will also inform the student of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa.
- f. Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the RIDGE INTERNATIONAL COLLEGE'S attendance and course progress policies.
- g. If the application for refund is successful, RIDGE INTERNATIONAL COLLEGE will pay the refund within 20 working days of the receipt of the completed refund application. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated bank account.

- h. Students who are unsuccessful in their refund application may appeal this decision (see complaints and appeals policy).
- i. This policy, and the availability of complaints and appeals processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student Rights to Appeal

- Any student who is refused a refund by the RIDGE INTERNATIONAL COLLEGE may appeal within 14 days in writing to the Student Administration Manager.
- RIDGE INTERNATIONAL COLLEGE's appeals process does not circumscribe the students right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- Students should refer to the RIDGE INTERNATIONAL COLLEGE's Complaints and Appeals Procedure should they wish to appeal to any decision made by RIDGE INTERNATIONAL COLLEGE.

Refund policy is also available at <https://ridge.edu.au/policy/>

Critical Incidents

RIDGE INTERNATIONAL COLLEGE has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. The Critical Incident Policy and Procedure is available at our website <https://ridge.edu.au/policy/>

Please contact our Critical Incident Officer, Kishor Raj Aryal on (+61 3) 9620 7738 during business hours. For after hour emergencies call Kishor Raj Aryal on 0413364684.

Deferred or Suspended Studies

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer or suspend the commencement of studies must apply to do so in writing to RIDGE INTERNATIONAL COLLEGE.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. a hospital procedure)
- Bereavement (death of an immediate member of family)
- Serious illness to an immediate member of family

If you know that you will not be attending classes during the study period, you should contact RIDGE INTERNATIONAL COLLEGE and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

RIDGE INTERNATIONAL COLLEGE may decide to suspend or cancel a student's enrolment on its own initiative as a response to:

- a. Non-Payment of outstanding fees required to undertake or continue the course as stated in the student acceptance agreement
- b. Student misbehaviour where it constitutes a breach of RIDGE INTERNATIONAL COLLEGE's Student Code of Conduct
- c. Student breaches course progress or attendance requirements in accordance with the RIDGE INTERNATIONAL COLLEGE's Monitoring Course Progression Policy and Student Attendance Policy

RIDGE INTERNATIONAL COLLEGE may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home affairs (DHA) by RIDGE INTERNATIONAL COLLEGE and this may affect the status of a student visa.

Please refer to our Deferral, Suspension and Cancellation Policy at <https://www.ridge.edu.au/policies> for details.

Quality Assurance and Improvement - Education and Training operations

RIDGE INTERNATIONAL COLLEGE will comply with all laws relevant to the operation of the training premises, including workplace health and safety and fire safety regulations and ensure that

the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

RIDGE INTERNATIONAL COLLEGE will ensure that training facilities, equipment and other resource materials are adequate for the Training Programs being delivered and are maintained in good order and repair.

RIDGE INTERNATIONAL COLLEGE has clearly documented procedures for managing and monitoring all Education and Training operations and reviewing Student /employer satisfaction.

Education and Training Guarantee

RIDGE INTERNATIONAL COLLEGE guarantees that it will deliver education, training and assessment and support services to each enrolled student in order to complete the course or qualification into which they are enrolled and for which the appropriate fee has been paid.

In the unlikely event that unforeseen circumstances prevent RIDGE INTERNATIONAL COLLEGE from honouring this commitment, RIDGE INTERNATIONAL COLLEGE will take all necessary steps to ensure that training is completed in accordance with its contractual obligations to the enrolled Student.

Should the RIDGE INTERNATIONAL COLLEGE cease delivery of any training and assessment, a refund for the unassessed work of the course will be provided to the student or student will be transferred to other training provider.

Legislative Requirements

RIDGE INTERNATIONAL COLLEGE will comply with all relevant Commonwealth and State legislation and legislative requirements relevant to its operation and its Scope of Registration and will ensure that staff and clients are informed of any changes that may affect the services delivered.

Key legislation with which RIDGE INTERNATIONAL COLLEGE must comply:

- National Vocational Education and Training Regulator Act 2011
- Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
- The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)
- The Working with Children Act 2005 (the Act)
- The Privacy Act 1988 (Cth) and National Privacy Principles
- Workplace Health and Safety Act 2011
- Work, Health and Safety Regulation 2011
- Public Records Act 1973
- Commonwealth Safe Work Australia Act 2008
- Commonwealth Taxation and Superannuation Legislation

- Fairwork Act 2009 and Fairwork Regulations 2009
- Children, Youth and Families Act 2005
- Community Services Act 1970
- Health Records Act 2001
- Commonwealth Anti-Money Laundering and Counter-Terrorism Act 2006 and associated Legislation
- Guardianship and Administration Act 1986
- Gambling Regulation Act 2003
- Alcoholics and Drug-dependent Persons Act 1968
- Alcoholics and Drug-Dependent Persons Regulations 2002
- Drugs, Poisons and Controlled Substances Act 1981 and regulations
- Food Act 1984
- Liquor Control Reform Act 1998
- Do Not Call Register Act 2006
- Independent Contractors Act 2006
- The Copyright Act 1968
- Age Discrimination Act 2004
- The Victorian Equal Opportunity Act 2010
- Victorian Qualifications Authority Act 2000
- Anti-discrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1992
- Racial Discrimination Act 1975
- Freedom of Information Act 1982
- Student Identifiers Act 2014
- Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendments (Enhancing Privacy Protection Act 2012)

Tuition Assurance

RIDGE INTERNATIONAL COLLEGE protects the fees that are paid in advance by international students. For international student fee protection is ensured as follows:

- RIDGE INTERNATIONAL COLLEGE pays all pre-paid fees collected by the student in advance into the Tuition Protection Scheme (TPS) provided by the Australian Government;
- Where RIDGE INTERNATIONAL COLLEGE requires a prospective or current student, either directly to RIDGE INTERNATIONAL COLLEGE or through an Education Agent, to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), RIDGE INTERNATIONAL COLLEGE will meet the requirements set out in the Requirements for

Fee Protection in Schedule 6 of the Standards for Registered Training Organisations 2015.

RIDGE INTERNATIONAL COLLEGE will take action to protect the prepaid fees by utilising its Tuition Protection Scheme as its protection measures for these students. The requirements for protection of prepaid fees will apply no matter how the fees are collected; and

- Any fees collected by a third party on behalf of RIDGE INTERNATIONAL COLLEGE (including its Education agent) will be subject to the same conditions. These requirements will apply to fees prepaid by students, regardless of when RIDGE INTERNATIONAL COLLEGE actually receives the payment.

Regardless of the method/s used for protection of student prepaid fees, RIDGE INTERNATIONAL COLLEGE will retain evidence of how students have been advised of:

- all payment terms; and
- the circumstances under which refunds may be issued.

All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in according to the refund policy and procedure and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

RIDGE INTERNATIONAL COLLEGE does not require international students to pay more than 50% of course fees prior to course commencement. Students and their sponsors can now choose to pay more than 50% of tuition fees up front if they wish to do so. Note, however, that where a course is less than 24 weeks and is delivered over more than one study period RIDGE INTERNATIONAL COLLEGE will require students to pay the full cost of the course prior to course commencement.

RIDGE INTERNATIONAL COLLEGE will show evidence that students have exercised their choice in how much of their tuition fees are paid up front if they choose to pay more than 50% of the course fees. This is evidenced by RIDGE INTERNATIONAL COLLEGE through the student acceptance on the Enrolment application form and Student Agreement.

RIDGE INTERNATIONAL COLLEGE will offer a flexible payment plan for the student where the student wishes to choose when to start paying their remaining fees.

Access and Equity

RIDGE INTERNATIONAL COLLEGE is an equal opportunity employer and is committed to developing policies and practices that eliminate discrimination and harassment in the workplace and also its education and training programs, and in the provision of its services. RIDGE INTERNATIONAL COLLEGE has a legal responsibility to ensure that all reasonable steps have been taken to prevent discrimination and harassment from occurring in the workplace and training environment.

We are committed to providing a fair and equitable learning and working environment for all students and staff. In offering education program(s) as part of our Registered Training Organisation (RTO) status we aim to provide learning programs and pathways where program design, course content and all aspects of the training and assessment process are available in a way that allows equality of educational opportunity to all students

We promote fair and equal access, for all students and potential students, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

We seek to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all students to understand the education program in which they are enrolled/wishing to enrol and to achieve their potential.

Access and equity cover three broad areas: Discrimination, Harassment and Affirmative Action. Each of these areas is supported by legislation at State or Federal level, and includes but is not limited to the following:

Federal Legislation:

- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Work Place Gender Equality Act 2012 (Cth); and
- Fair Work Act 2009 (Cth).

State Legislation:

- Australian Capital Territory Discrimination Act 1991 (ACT);
- New South Wales Anti-Discrimination Act 1977 (NSW)
- Northern Territory Anti-Discrimination Act 1996 (NT);
- Queensland Anti-Discrimination Act 1991 (QLD);
- South Australia Equal Opportunity Act 1984 (SA);
- Tasmania Anti-Discrimination Act 1998 (TAS);
- Victoria Equal Opportunity Act 1995 (VIC); and
- Western Australia Equal Opportunity Act 1984 (WA).

[Provider default on delivery of qualification](#)

In the unlikely event that RIDGE INTERNATIONAL COLLEGE is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days

of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by RIDGE INTERNATIONAL COLLEGE at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If RIDGE INTERNATIONAL COLLEGE is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details at <https://ridge.edu.au/policy/>.

School-aged dependents

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

Sexual Harassment

RIDGE INTERNATIONAL COLLEGE is firmly committed to providing equal employment opportunities and educational outcomes for all staff and students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

RIDGE INTERNATIONAL COLLEGE recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

Racism

RIDGE INTERNATIONAL COLLEGE is firmly committed to providing a working, teaching and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources, such as education and employment.

RIDGE INTERNATIONAL COLLEGE recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

RIDGE INTERNATIONAL COLLEGE understands the community's racial and ethnic diversity and acknowledges that people from a non-English speaking background and indigenous people, in particular, have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

RIDGE INTERNATIONAL COLLEGE expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs that are equitable, accessible and culturally inclusive.

Privacy & Personal Information

RIDGE INTERNATIONAL COLLEGE staff and contractors collect, store, use and disclose personal information in accordance with the thirteen (13) Australian Privacy Principles of the Privacy Act 1988, thereby safeguarding confidential information in accordance with the Standards for Registered Training Organisations (2015).

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where RIDGE INTERNATIONAL COLLEGE is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at RIDGE INTERNATIONAL COLLEGE.

Under the Data Provision Requirements 2012, RIDGE INTERNATIONAL COLLEGE required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained during enrolment, USI and your training activity data) may be used or disclosed by RIDGE INTERNATIONAL COLLEGE for statistical, regulatory and research purposes. RIDGE INTERNATIONAL COLLEGE may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;

- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au/>).

RIDGE INTERNATIONAL COLLEGE also collects student information for various marketing purposes. RIDGE INTERNATIONAL COLLEGE will always seek consent from the student before gathering and using such information and students always have a right to decline such requests.

Individual Rights to Access Personal Information

Individuals may access their personal information by contacting RIDGE INTERNATIONAL COLLEGE in writing. Access is generally granted within 30 days of receiving the written request.

Storage and Security of Personal Information

RIDGE INTERNATIONAL COLLEGE stores personal information in both paper and electronic form.

Hard copy information is kept under locked security. Personal information stored on computers is, where practical, password protected.

RIDGE INTERNATIONAL COLLEGE's policy is to dispose of personal records that are no longer in use unless they are required to be stored for accountability, liability or other policy reasons. Where this is the case, such records are stored separately from the operational information.

Updating Personal Information

RIDGE INTERNATIONAL COLLEGE monitors the quality and accuracy of personal information that it maintains and where practical, updates that information on a regular basis.

Individuals can update their personal information at any time by contacting RIDGE INTERNATIONAL COLLEGE.

Disability

RIDGE INTERNATIONAL COLLEGE Staff and students should be mindful of the following principles:

- Persons with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities;
- Persons with a disability have the same right as other members of the community to expect respect for their human worth and dignity as individuals;
 - live free from abuse, neglect or exploitation;
 - realise their individual capacity for physical, social, emotional and intellectual development;
 - exercise control over their own lives;
 - participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur;
 - access information and communicate in a manner appropriate to their communication and cultural needs; and
 - services that support their quality of life.

Consumer Rights and Consumer protection

As a consumer, a student has the right to receive factual and accurate information about the courses offered by RIDGE INTERNATIONAL COLLEGE before making an enrolment decision. To ensure this, RIDGE INTERNATIONAL COLLEGE has stringent policies and procedures in place.

It is very important that you read this prospectus carefully before enrolling with RIDGE INTERNATIONAL COLLEGE to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student

The availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not remove the right of students to take action under Australia's consumer protection laws.

Training Evaluation/ Feedback – Quality Indicators

RIDGE INTERNATIONAL COLLEGE surveys its students and employers using the Quality Indicators.

Three Quality Indicators have been endorsed by the National Quality Council (NQC);

Student engagement

The 'Student Questionnaire' form is completed by all students upon completion of their course of study. Student Administration will issue a copy of the survey to each student when issuing a Statement of Attainment or Qualification.

All completed and returned surveys will be reviewed by the Compliance and Quality Assurance Department. The results of these surveys will be collated into reports with a summary of all

responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the survey will be acted upon as required.

At the completion of each calendar year the Compliance and Quality Assurance Department is required to collate all data for the year using the '[ASQA Quality Indicator Annual Summary](#)' form.

A copy of all completed Student Engagement surveys will be maintained for a period of 24 months as evidence of the data collection process.

Employer Satisfaction

RIDGE INTERNATIONAL COLLEGE must gain feedback from employers using the 'Employer Questionnaire' available from the Department of Industry.

The 'Employer Questionnaire' form is completed by all employers once per year. At a set date each year (currently the 1st September) all employers currently engaged with RIDGE INTERNATIONAL COLLEGE shall be sent the Employer Satisfaction Survey. These surveys will be collected and collated by the Compliance and Quality Assurance Department.

All completed and returned surveys will be reviewed by the management. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the surveys will be acted upon as required.

At the completion of each calendar year the Compliance and Quality Assurance Department is required to collate all data for the year using the '[ASQA Quality Indicator Annual Summary](#)' form.

A copy of all completed Employer Engagement surveys will be maintained for a period of 12 months as evidence of the data collection process.

Competency Completion

RIDGE INTERNATIONAL COLLEGE is required to provide ASQA details on the competency completion data. This data is to capture the number of enrolments and qualifications completed and units of competency awarded in the previous calendar year. This data from the previous calendar year includes:

- The number of enrolments for each qualification code
- The number of enrolments completed for each qualification code
- The number of enrolments for each unit of competency
- The number of units completed for each unit of competency

The Competency Completion Online System (CCOS) is required to be used to report this data and it is the responsibility of the Compliance and Quality Assurance Department to enter the data as required.

This information will be used by RIDGE INTERNATIONAL COLLEGE to gauge how well student needs are being met and to identify areas for improvement on training and assessment services. The results will be discussed and reviewed at the first RIDGE INTERNATIONAL COLLEGE Meeting of each calendar year and recommendations arising from discussions regarding the surveys will be acted upon as required

Reporting Quality Indicators Data

All data must be reported to ASQA by the 28th Feb of the following calendar year and the Compliance and Quality Assurance Department will be responsible for this reporting process.

Data must be submitted using the required forms as listed on the ASQA website – [Data Provision](#)

The Compliance and Quality Assurance Department must submit their quality indicator data reports in full to qidata@asqa.gov.au by close of business on 30 June.

A copy of all reports and e-mails shall be maintained in the 'Quality Indicators Folder'.

The Student Outcomes Survey (SOS)

If your training is funded by the Higher Education and Skills Group, you will be invited to participate in the National Students Outcome Survey/ The Student Outcomes Survey (SOS).

The Student Outcomes Survey (SOS) is an annual survey of students who successfully completed some vocational training in Australia. The survey has been conducted annually by the NCVET since 1997.

The survey is funded by the Australian Government Department of Education, and Training (DET).

NCVER manages the research, analysis and reporting of the survey.

Why is the survey conducted?

The aim of the Student Outcomes Survey is to improve the economic and social outcomes of Students who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- Outcomes from training (e.g. employment and further study outcomes)
- Relevance of the training
- Benefits of the training
- Satisfaction with the training

- Reasons for not continuing the training (where applicable)

The information is used by national and state/territory bodies, along with local training providers to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of VET system. The information collected assists in administering, planning and evaluating the VET system.

More information about this survey can be found at <https://ncver.edu.au/research-and-statistics/student-outcomes-survey>.

Marketing Practices

RIDGE INTERNATIONAL COLLEGE will market its Vocational Education and Training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or Training Program.

RIDGE INTERNATIONAL COLLEGE will not state or imply that the nationally accredited Training Programs other than those on their scope of registration are recognised by the Australian Skills Quality Authority.

RIDGE INTERNATIONAL COLLEGE has in place policies and procedures to ensure that advertising and marketing meets both the RIDGE INTERNATIONAL COLLEGE Guidelines, as well as the national guidelines and protocols for Advertising and Marketing, as required by the Australian Quality Training Framework.

This ensures that all advertising and marketing strategies are:

- True and honest
- Accurate
- A part of the approved scope of registration
- Approved by the RIDGE INTERNATIONAL COLLEGE Training Management Team

Workplace Health and Safety

RIDGE INTERNATIONAL COLLEGE has in place policies and procedures to ensure that staff, visitors and guests are provided with a safe environment in accordance with the Work Health and Safety Act 2011.

Victorian Student Number (VSN) for Victorian Students

The VSN is a student identification number that is assigned by the Department of Education and Early Childhood Development to all students in Government and non- Government schools, and students in Vocational Education and Training institutes. The number, which is unique to each student, will be used as a key identifier on a student's school records, and will remain with the

student throughout his or her education, until reaching the age of 25 or their first enrolment within a VET training provider from 2011.

The VSN is nine digits long, randomly assigned, and tied to identifying information about the Student (name, gender and date of birth).

This information will only be used for educational purposes and the ways in which the VSN can be used is prescribed by legislation. The VSN is restricted to use in the Victorian education and training system sector only, and legislation prohibits its use, as an identifier outside the sector.

For further information about the VSN can be found on the VCAA website at:

<https://www.vcaa.vic.edu.au/administration/schooladministration/student-numbers/Pages/Index.aspx>

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, RIDGE INTERNATIONAL COLLEGE cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/providers/create-usi-student> for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at:

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

Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

USI Exemptions apply according to the following criteria: Exemption categories are:

- International students who complete all requirements for their VET qualification or VET

statement of attainment outside Australia.

- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

Student Rights, Obligations and Responsibilities

RIDGE INTERNATIONAL COLLEGE Students have the following responsibilities:

- To become familiar with relevant Policies and the Student Handbook and comply with any student requirements contained therein including relevant legislated requirements;
- To respect the working environment of others at the organisation and to follow all related Policies and Procedures;
- To conduct themselves in a responsible, polite and safe manner and refrain from abuse towards RIDGE INTERNATIONAL COLLEGE employees or other students;
- To follow all reasonable instructions provided by RIDGE INTERNATIONAL COLLEGE Employees;
- To respect the right of RIDGE INTERNATIONAL COLLEGE to express the opinions of their Trainer/Assessor;
- To conduct themselves in a courteous, polite and ethical manner and in a manner, which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment;
- To undertake their studies to the best of their abilities;
- To meet deadlines for work to be submitted;
- To submit authentic documentation (NOTE: where the authenticity of the evidence submitted is in question RIDGE INTERNATIONAL COLLEGE reserves the right to conduct further investigation by way of interview and other appropriate means as required);
- To submit work without plagiarising or cheating;
- To consult with RIDGE INTERNATIONAL COLLEGE in a timely manner if problems/issues arise;
- To accept joint responsibility for their own learning;
- To provide feedback to RIDGE INTERNATIONAL COLLEGE on its courses and services;
- To undertake all study in the manner and formats required and in the specified course timeframes;
- To adhere to RIDGE INTERNATIONAL COLLEGE 's code of conduct
- To seek approval from authorised RIDGE INTERNATIONAL COLLEGE Employees for the use of RIDGE INTERNATIONAL COLLEGE IT equipment, assets, stationery, etc.;
- To encourage equal opportunity;
- To promote an effective learning environment through good personal behavior;
- To respect the rights of others; and

- To cooperate with RIDGE INTERNATIONAL COLLEGE with requests for further evidence including reasonable adjustments made to assessment process, confirmation of authenticity of documentation submitted for assessment and overall confirmation of competency.

Referencing

Assessments must be your own original work. If you use another person's ideas, writing or work and do not acknowledge the original source, you are committing plagiarism. Referencing is a way of showing that you are engaging with the literature in your subject area without plagiarizing.

Referencing serves several important purposes:

- Acknowledges sources of information so you are not accused of plagiarism
- Demonstrates the depth and quality of the research you have done
- Allows others to locate sources you have used if they wish to know more

A guide to referencing

SOURCE OF INFORMATION	SHOULD YOU PROVIDE A REFERENCE?
Books, newspapers, journals, magazines, thesis, conference papers, reports, pamphlets (published or online)	Yes
Case law, legislation, parliamentary debates, treaties	Yes
The internet	Yes. It is a common misunderstanding that information on the internet does not need acknowledgement. You should use material found on the internet with caution, as it may be unreliable or out of date.
TV, radio, scripts	Yes. While you are listening, you should note the program name and the date of broadcast. Sometimes it is possible to obtain a transcript to check that you have heard correctly.
Videos, films, DVDs	Yes. There are specific conventions for referencing visual media.
Lectures	It depends. There are three possibilities: <ol style="list-style-type: none"> 1. If the lecturer mentions something which is general knowledge, there is no need for the lecturer, or you, to provide a reference. 2. If the lecturer presents her/his own idea, you should reference this as the lecturer's idea.

	<p>3. If the lecturer presents another author's idea, you should refer to both sources: the original author, and the lecturer who presents the idea.</p> <p>However, in most cases, instead of relying upon your lecturer's reference, it would be more valuable for you to read the original author yourself.</p>
<p>Illustrations, images</p>	<p>Yes. You need to acknowledge the source of drawings, artwork, tables, graphs, photographs, graphs, designs, tables, programming codes and all other examples of non-verbal information that you use in your work.</p>
<p>Quotations</p>	<p>Yes. In referencing quotes, be careful to use quotation marks, and be careful not to change any words.</p>
<p>Paraphrases, summaries</p>	<p>Yes. When expressing the information or ideas of someone else in different words or in a briefer form, you must still acknowledge the source of the information or ideas.</p>
<p>Common knowledge</p>	<p>You don't need to provide a reference for common knowledge - that is, information shared by many people. It is sometimes difficult to know what is and what is not common knowledge in your field of study. If you read or hear the same information many times from different sources, it is probably common knowledge. Common knowledge usually includes major historical events, famous people and geographic areas that are known about by educated people throughout the world, not just in the country in which they occurred. If the information is not common knowledge, you should provide a reference. This shows your reader that the idea is held by an expert in the field. It also demonstrates to your lecturer that you have been reading academic texts.</p>

Student Code of Conduct

The Student Code of Conduct outlines the rights and responsibilities of all Students. The Code of Conduct is in place to ensure an atmosphere of respect, understanding, and professionalism for all students. RIDGE INTERNATIONAL COLLEGE celebrates diversity and embraces equal opportunity and promotes a supportive adult learning environment.

Student Rights

All students have the right to:

- Feel safe and welcome at RIDGE INTERNATIONAL COLLEGE;
- Be treated with respect and dignity;
- Privacy (as per the Privacy Act and Australian Privacy Principles): only information necessary to the core functions of RIDGE INTERNATIONAL COLLEGE can be shared without the Student's prior consent;
- Be free from bullying and harassment (including sexual harassment) online or during any RIDGE INTERNATIONAL COLLEGE training activity;
- Receive fair and equitable training and assessment;
- Receive services without discrimination;
- Complain without fear or recrimination;
- Be provided with, and have access to, RIDGE INTERNATIONAL COLLEGE policies, procedures and Student rights.

Responsibilities

In general, it is expected that as a Student you will:

- Be responsible for your own study program;
- Treat staff and fellow students respectfully, courteously and with consideration at all times, whilst respecting their privacy and safety;
- Respect RIDGE INTERNATIONAL COLLEGE's equipment, resources and facilities;
- Actively participate in the learning process;
- Respect the rights of other Students and staff to have their own opinions;
- Be open to, and welcoming of, the diversity of Students in your course.

Sanctions, such as suspension or expulsion from the Institute, may be applied where Students fail to conduct themselves in an appropriate manner.

For more information, please access RIDGE INTERNATIONAL COLLEGE's website or via email to admin@ridge.edu.au.

Unacceptable and Inappropriate behaviours

RIDGE INTERNATIONAL COLLEGE is committed to promoting an atmosphere of respect, understanding, professionalism, equity and access for all Students.

Harassment

Is any form of behaviour that:

- Is not asked for
- Is not wanted
- Is not returned and is likely to create a hostile or uncomfortable place to be
- Is humiliating, intimidating or offending.

Sexual harassment

Is illegal and will not be tolerated by RIDGE INTERNATIONAL COLLEGE.

Bullying

Includes:

- Intimidation
- Physical harm, emotional distress
- Threats/name calling/derogatory comments regarding age, gender, race, religion or sexual orientation
- Failure to acknowledge good work
- Deliberate isolation from groups/information/opportunities
- Undue pressure and impossible deadlines
- Emotional hurt to another person through electronic devices such as email, phone, and text message.



RIDGE INTERNATIONAL COLLEGE

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