



National Training
College of Australia

International Student Handbook

National Training Centre of Australia Pty Ltd t/a
National Training College of Australia
RTO No: 6527 | CRICOS No: 03399C

About the Student Handbook

This Student Handbook serves as a comprehensive guide to the National Training College of Australia (NTCA). It provides essential information to help you understand how NTCA operates, where to seek assistance, and whom to contact for support or to resolve any concerns during your studies.

The handbook outlines the key policies, procedures, and regulations that govern NTCA's academic and administrative functions. It is designed to ensure that all students are well-informed about their rights, responsibilities, and the standards expected throughout their learning journey at NTCA.

Disclaimer

The National Training College of Australia (NTCA) strives to ensure that all information contained in this handbook is accurate, current, and reliable at the time of publication. However, NTCA reserves the right to make amendments, updates, or changes to policies and procedures without prior notice.

Students and other readers are encouraged to verify the most recent information by contacting NTCA directly before acting on any details contained within this document.

NTCA, its employees, and representatives accept no responsibility for any loss or damage that may arise, directly or indirectly, from the use of, or reliance on, the information provided in this handbook. The contents are published in good faith and are intended solely for general informational purposes.

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INTRODUCTION

Organisation Overview

National Training Centre of Australia Pty Ltd trading as National Training College of Australia (NTCA) is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) under the authority of the National Vocational Education and Training Regulator Act 2011 (NVETR Act) and in accordance with the Standards for Registered Training Organisations (RTOs) 2025. NTCA is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), enabling the delivery of quality education and training to international students.

This Student Handbook serves as a comprehensive guide to studying at NTCA. It provides essential information about the college's academic policies, procedures, support services, and expectations, ensuring that all students—both domestic and international—are well-informed and supported throughout their learning journey.

NTCA embraces a multicultural and inclusive environment, reflected through the diversity of its staff and students. The institution is committed to delivering quality vocational education and training that meets industry standards, supports employability, and promotes lifelong learning.

VISION STATEMENT

To be recognised as a leading provider of vocational education and training that empowers learners with the practical skills, knowledge, and confidence to excel in a competitive and evolving global workforce.

MISSION STATEMENT

To deliver high-quality, industry-relevant education and training that fosters professional growth, personal development, and sustainable career outcomes for all students.

CORE VALUES

At the National Training College of Australia (NTCA), our core values guide our commitment to excellence, integrity, Collaboration and student success.

Contact Information And Emergency Contacts

RTO Main Contact Details

Address: Level 11, 190 Queen Street, Melbourne, VIC 3000

Phone: (03)96060032

Email: info@ntca.edu.au

After-Hours Emergency Contact

Phone: +61 498 026 985

Student Support Officer Contact

Email: support@ntca.edu.au

Getting To The National Training College Of Australia

NTCA is conveniently located in the heart of Melbourne's CBD at Level 11, 190 Queen Street. It is approximately a **10-minute walk from Southern Cross Station**, one of Melbourne's busiest public transport hubs.

For the most efficient route from your accommodation, visit the official **Public Transport Victoria (PTV)** website: [Public Transport Victoria \(PTV\) website](https://www.ptv.vic.gov.au/).

Refer to the map below for location reference.

Map Location:



Health, Safety And Emergency Information

Emergencies

In an emergency—such as fire, accident, medical issue, or crime—**dial 000** for immediate assistance. You will be asked which service you require (**Police, Fire, or Ambulance**) and to provide your name, address, and phone number.

Police

If you or someone else is in danger, call **000**.

The **Australian Police** are responsible for protecting people and property, preventing and investigating crime, and maintaining peace. They are independent from the military and politics, ensuring community safety. If you wish, you can also make **anonymous reports** to the police.

Melbourne East Police Station

Address: 226 Flinders Ln, Melbourne VIC 3000 | Phone: (03) 9637 1100

Fire

The **Fire Brigade** responds to all fire emergencies—large or small. They also assist in chemical or gas incidents and rescue situations. If you see or suspect a fire, call **000 immediately**.

Ambulance

Ambulance services provide emergency medical care and hospital transport. For any serious medical situation, dial **000** for immediate assistance.

Medical Assistance

Emergency medical services are available 24 hours a day at public hospital emergency departments or selected medical centres. If you need to visit a hospital, bring your Overseas Student Health Cover (OSHC) card and any current medications.

For non-urgent medical needs, visit a General Practitioner (GP) or local medical centre.

You can locate hospitals and clinics online or in local directories under “Hospitals” or “Medical Centres.”

The Royal Melbourne Hospital

635 Elizabeth Street, Melbourne, 3000 | Phone: 03 93427000

Local Medical Centers:

- Collins Street Medical Centre www.collinsstmedicalcentre.com.au
7th Floor / 267 Collins Street, Melbourne Victoria 3000 | Phone: 03 9654 6088
- Midtown Medical Clinic www.midtownmedical.com.au

Department of Home Affairs

Telephone: 131 881

Website: www.homeaffairs.gov.au/

Transport

Public Transport – Trains, Trams, and Buses

Melbourne has an extensive and reliable public transport network, including trains, trams, and buses that make travelling around the city convenient and affordable for students. NTCA is within Melbourne's Free Tram Zone (includes all areas of the CBD). You do not need to buy a ticket if you are getting on and off within the CBD.

Public transport in Victoria is managed by **Public Transport Victoria (PTV)**.

 **Telephone:** 1800 800 007

 **Website:** www.ptv.vic.gov.au

Students can plan their journey, check timetables, or find fare information using the PTV Journey Planner available on the website or via the **PTV mobile app**.

Courses Offered

All courses at NTCA are **nationally accredited**, meeting the standards of the VET Quality Framework. Students may, where permitted, pay more than 50% of tuition fees prior to course commencement.

NTCA currently offers the following qualifications:

- BSB80120 – Graduate Diploma of Management (Learning)
- BSB60420 – Advanced Diploma of Leadership and Management
- BSB50420 – Diploma of Leadership and Management
- ICT60220 – Advanced Diploma of Information Technology (including specialisations in Cyber Security; Telecommunications Network Engineering)
- ICT50220 – Diploma of Information Technology (Front-End Web Development / Cyber Security)
- ICT40120 – Certificate IV in Information Technology
- SIT60322 – Advanced Diploma of Hospitality Management
- SIT50422 – Diploma of Hospitality Management
- SIT40521 – Certificate IV in Kitchen Management
- SIT30821 – Certificate III in Commercial Cookery
- SIT31021 – Certificate III in Patisserie
- FBP30521 – Certificate III in Baking
- CPC30220 – Certificate III in Carpentry
- CPC31220 – Certificate III in Wall and Ceiling Lining
- CPC31020 – Certificate III in Solid Plastering
- CPC40120 – Certificate IV in Building and Construction
- CPC50220 – Diploma of Building and Construction (Building)

Please click the link to view more information on the course page of our [website](#).

Admission And Enrolment

Overview

National Training College of Australia (NTCA) welcomes applications from both domestic and overseas students who meet the entry requirements for their chosen qualification.

NTCA is committed to ensuring that every applicant receives clear, accurate, and complete information about their study options, course requirements, and rights and responsibilities before enrolment.

All admissions are conducted in line with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice 2018, and the Standards for RTOs 2025, ensuring a transparent and fair process for every student.

Entry Requirements And Selection Process

General Entry Requirements

To enrol in an NTCA vocational education and training (VET) course, applicants must:

- Be at least **18 years of age** at the time of course commencement.
- Have successfully completed **Australian Year 12** (or equivalent) for all qualifications.
- Demonstrate **English language proficiency** equivalent to **IELTS 6.0 (overall)** or equivalent test scores (such as PTE Academic or TOEFL iBT).
- Possess basic computer skills, including the use of Microsoft Word, Excel, and PowerPoint, and access to a laptop meeting minimum system requirements (Core i3 processor, 4GB RAM, Windows 10 or higher).

English Language Evidence

English language competence may be demonstrated by providing evidence of one or more of the following:

- Valid IELTS, PTE, or TOEFL results achieved within the past two years.
- Completion of at least five years of study in an English-speaking country (e.g., Australia, UK, USA, Canada, New Zealand, South Africa, or Ireland).
- Successful completion of an **ELICOS** program at the required level.
- Completion of an Australian Senior Secondary Certificate in English within the last two years.
- Completion of an AQF Certificate IV or higher qualification in Australia in the previous two years.

Applicants who cannot provide English language evidence may be required to sit an NTCA English Placement Test before being issued a conditional offer.

LLND (Language, Literacy, Numeracy and Digital) Skills Assessment

All applicants must complete a Pre-Enrolment Skills Assessment through NTCA's LLN Robot system. This test helps determine whether additional academic support is required to succeed in the chosen course. If support needs are identified, NTCA will document them in the Training Support Management Register and make reasonable adjustments accordingly.

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

Applicants may apply for RPL or Credit Transfer prior to enrolment by providing certified academic transcripts, work experience records, or other relevant documentation. These processes may reduce the course duration and total fees payable.

Use of Education Agents

NTCA appoints authorised **education agents** to represent the college in recruitment and admission activities. Agents are required to:

- Provide prospective students with accurate, up-to-date information about NTCA courses, entry requirements, and policies.
- Submit complete and genuine applications in line with NTCA's procedures.
- Act ethically and in the best interest of students.

If an agent charges additional service fees, these remain the responsibility of the student. NTCA does **not** control, protect, or refund any fees charged by education agents independently of NTCA's tuition and non-tuition fees.

A current list of approved education agents is available on NTCA's website.- [Current agent List](#)

Enrolment Process

Step 1: Obtain Application Information

Students can begin the process by visiting [NTCA Website](#) or contacting NTCA's administration office to access or request:

- Student Enrolment Form
- Course Information Brochure
- Student Handbook

Alternatively, the online application form can be completed directly at: [NTCA Online Application Form](#)

Step 2: Submit Application and Supporting Documents

Complete the **Student Enrolment Form** and attach certified copies of the following documents:

- Valid passport or Australian ID
- Visa (if applicable)
- Certified academic transcripts and qualifications
- Evidence of English language proficiency
- Curriculum Vitae or employment history (if applicable)
- Any additional supporting documents relevant to the course entry requirements

Note: All documents must be certified and, if not in English, officially translated by a NAATI-accredited translator.

Step 3: Pre-Enrolment Assessment

NTCA Admissions staff will review the submitted application to determine eligibility. This includes:

- Assessment of academic qualifications and English language proficiency
- LLND (Language, Literacy, Numeracy & Digital Literacy) skills test using NTCA's LLN Robot platform
- Review of any learning or physical support needs
- Interview (if required) to confirm course suitability and readiness

Applicants may be assessed for **Recognition of Prior Learning (RPL)** or **Credit Transfer (CT)** during this stage, potentially reducing study duration and fees.

Step 4: Pre-Enrolment Outcome

Following the assessment:

- Eligible applicants receive a **Letter of Offer** and **Written Agreement**, detailing:
 - Course details, start/end dates, and delivery mode
 - Tuition and non-tuition fees
 - Refund conditions
 - Student obligations, rights, and consumer protections
- Conditional offers may be issued if pending documentation or prerequisite completion is required.

To accept the offer:

1. Sign and return the **Written Agreement**.
2. Pay the initial tuition and non-tuition fees as stated.
3. Provide evidence of **Overseas Student Health Cover (OSHC)** (for international students).

Step 5: Confirmation of Enrolment (CoE)

Once NTCA receives the signed Written Agreement, initial payment, and OSHC evidence, a **Confirmation of Enrolment (eCoE)** is issued via **PRISMS**. This document is essential for student visa applications.

Tuition and Non-Tuition Fees

- A **non-refundable Enrolment Fee** (AUD \$300) applies to all applications.
- Tuition and non-tuition fees are detailed in the **Letter of Offer and Written Agreement** and must be paid in Australian Dollars (AUD).
- NTCA will not collect more than **50% of total tuition fees** before course commencement, unless voluntarily approved by the student.
- Fees can be paid via electronic funds transfer, credit/debit card, or direct deposit.

Fee Protection

All prepaid tuition fees are protected under the **Tuition Protection Service (TPS)**, ensuring that students are either placed in an alternative course or refunded in the unlikely event NTCA cannot deliver a course. For more information visit [Department of Education website](#).

Late or Non-Payment of Fees

If fees are not paid by the due date:

- A late payment fee of AUD \$50/fortnight may apply.
- NTCA may suspend or cancel enrolment after providing notice and appeal rights.
- Students experiencing financial hardship should contact the Student Support Officer to arrange a payment plan.

Refund Policy Summary

NTCA processes refunds according to its Fees, Charges and Refunds Policy & Procedures, in compliance with ESOS legislation.

Policy link: [Fees Charges and Refunds Policy & Procedures](#)

All refund requests must be submitted via the Refund Request Form, form link is attached here: - [Refund Request Form](#).

Refund Entitlements

Circumstance	Refund Amount
Visa refusal before course start	100% refund of tuition and non-tuition fees paid, less the lower of 5% or AUD \$500
Provider default (course cancelled by NTCA)	100% refund of all unused tuition fees
Withdrawal 8 weeks or more before commencement	Full refund of tuition and non-tuition fees

Circumstance	Refund Amount
Withdrawal 4–8 weeks before commencement	60% refund of Course fees paid excluding application fee
Withdrawal less than 4 weeks before or after commencement	No refund
Visa refusal after commencement	Refund calculated based on unspent tuition fees for remaining weeks
Special or compassionate circumstances	Refund may be increased at NTCA's discretion upon evidence submission

All refunds are processed within 28 calendar days of receiving a complete application, except in provider default cases (processed within 14 days).

Students may appeal refund decisions via the Feedback, Complaints and Appeals Policy, using the Complaints and Appeals Form available in website.

Form Link: [Complaints and Appeals Form](#)

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must hold a **Unique Student Identifier (USI)**. The USI provides access to an online record of your vocational education achievements across all registered training providers.

- Students create their USI at www.usi.gov.au.
- International students can create a USI after arriving in Australia.
- NTCA can assist in creating a USI if needed (with your written consent).
- No qualification or statement of attainment can be issued without a verified USI, except under an official exemption.
- The USI will be available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed. The compulsory USI system came into effect on 1 January 2015.

Complaints and Appeals

NTCA encourages open communication and fair resolution of all student concerns. If you wish to provide feedback, make a complaint, or appeal a decision:

1. Speak with your **Student Support Officer** or relevant staff member.
2. If unresolved, submit a **Complaints and Appeals Form**.
3. NTCA will respond in writing within 10 working days and ensure a fair, impartial review.

If you remain dissatisfied after internal review, you may contact the **Overseas Students Ombudsman** at www.ombudsman.gov.au or call **1300 362 072**.

Student Visa

Once you have received your **Electronic Confirmation of Enrolment (eCoE)** from the **National Training College of Australia (NTCA)**, you are eligible to apply for an Australian student visa.

Detailed information about applying for a student visa is available on the **Department of Home Affairs** website at www.homeaffairs.gov.au. This website provides guidance on:

- The visa application process and requirements
- Evidence and documentation needed (including a valid passport)
- Student visa conditions and work permissions
- **Overseas Student Health Cover (OSHC)** requirements
- Visa processing times and associated fees

Students may choose to use a **registered migration agent** for assistance with their visa application (additional fees may apply). NTCA also works with **approved education agents** who can assist with course applications and visa processing.

For a list of authorised agents, please visit our website at www.ntca.edu.au or contact our admissions team for further information.

Applicants are encouraged to lodge their visa applications well in advance of their course commencement date, as visa processing times may vary.

If your student visa application is **not approved**, NTCA will provide a **full refund** of any tuition fees paid, in accordance with NTCA's [Fees, Charges and Refund Policy](#), **less the non-refundable Enrolment Application Fee**.

Visa Conditions

If you are granted a student visa, you are required to comply with all visa conditions set by the Department of Home Affairs. Failure to meet these conditions may result in the cancellation of your visa.

As an international student at NTCA, you must:

- Maintain **satisfactory course progress** and **attendance** in accordance with your visa and NTCA's academic policies.
- Hold a **valid enrolment** in your registered course at all times.
- Work **only within the conditions** permitted under your student visa.
- Maintain **Overseas Student Health Cover (OSHC)** for the entire duration of your stay in Australia.
- Notify NTCA of your **current residential address** and any subsequent changes within **7 days**.
- Complete your course **within the duration specified** on your **Electronic Confirmation of Enrolment (eCoE)**.
- Remain with your **principal education provider** for at least **six (6) months**, unless you are officially released in accordance with the **National Code 2018** transfer policy.

Please note: NTCA currently accepts students aged **18 years and above**. Students under the age of 18 must have approved accommodation and welfare arrangements before commencing their studies in Australia.

For further details about student visa conditions, visit the **Department of Home Affairs** website at www.homeaffairs.gov.au.

Entry Into Australia

When you arrive in Australia, you will present your **passport** and **Incoming Passenger Card** at Customs and Immigration. You may be asked questions about your stay before your passport is stamped and returned.

After clearing Immigration, collect your luggage and check for any missing or damaged items. If you notice an issue, report it immediately to the **baggage services counter** to lodge a claim or track missing belongings.

Proceed through **Customs and Quarantine**, where your luggage may be inspected. Australia has **strict biosecurity laws**, and you must declare all food, plant materials, and animal products on your arrival card. Items not permitted will be confiscated and destroyed. Failure to declare restricted items may result in **fines or prosecution**. For more information, visit: [Department of Agriculture and Water Resources – Travelling to Australia](#).

Getting from Melbourne Airport to Your Accommodation

Melbourne International Airport (Tullamarine) is approximately 26 minutes from the CBD.

- Website: melbourneairport.com.au
- Phone: +61 3 9297 1600

Transport Options:

- Airport Buses: [Public Transport Victoria – Airport Buses](#)
- Taxi Services: [Melbourne Airport Taxis](#)

Student Welcome Desk

Located at International Arrivals Hall – Terminal 2, the Study Melbourne Welcome Desk provides free advice, welcome packs, and support.

- Open: 7 am to midnight daily
- More info: [Student Welcome Desk – Study Melbourne](#)

Keeping in Contact

Before leaving home, share your flight details and accommodation address with family, friends, and NTCA. Inform them if your plans change. After arrival, contact them to confirm your safe arrival. Always keep someone informed of your whereabouts for safety.

Disclaimer: NTCA provides this information as a general guide. Students are responsible for confirming the latest travel, quarantine, and transport requirements before arriving in Australia.

Arranging Travel And Documents To Bring

Travel expenses to Australia are not included in your tuition or non-tuition fees. Students are responsible for arranging and paying for their own travel to Australia.

It is recommended that you plan to arrive in Melbourne at least two (2) weeks prior to your course orientation, allowing sufficient time to settle into accommodation, adjust to your new environment, and attend the mandatory orientation session.

Melbourne Airport (Tullamarine Airport)- Melbourne Airport, VIC 3045, Australia

Before travelling, you should prepare a folder containing important NTCA and personal documents to bring with you to Australia. This should include:

- A valid passport with a valid student visa
- Your Electronic Confirmation of Enrolment (eCoE) issued by NTCA
- Proof of Overseas Student Health Cover (OSHC)
- Original or certified copies of academic transcripts, medical records, and identification documents as requested by NTCA at the time of enrolment confirmation

If you are travelling with family members, ensure that you also carry their relevant documentation.

Keep all important documents in your carry-on luggage during travel. It is advisable to make certified copies of all essential documents and leave them with a trusted person in your home country who can forward them to you if needed.

Financial Requirements For Overseas Students

Before applying for a student visa, it is essential that you understand and meet the **financial requirements** set by the **Department of Home Affairs (DHA)**. You must be able to demonstrate that you have sufficient funds to cover your tuition fees, travel expenses, living costs, and other associated expenses during your stay in Australia.

For detailed and up-to-date information, please visit the Department of Home Affairs website:

www.homeaffairs.gov.au

1. Evidence of Financial Capacity

As part of your visa application, you may be required to provide **proof of financial capacity** or sign a declaration confirming you have adequate funds to support yourself (and your family, if applicable) while studying in Australia.

You must ensure you have access to sufficient funds to cover:

- Full tuition and non-tuition fees
- Living expenses for the duration of your course

- Return airfare to your home country
- Health insurance and personal expenses

As of the latest guidelines, the **minimum annual living cost estimates** provided by the Department of Home Affairs are:

- Main student: **AUD \$29,710 per year**
- Partner or spouse: **AUD \$10,394 per year**
- First child: **AUD \$3,720 per year**
- Each additional child: **AUD \$2,790 per year**

These amounts represent average day-to-day living expenses, such as accommodation, food, transport, clothing, and entertainment.

2. Bringing Your Family to Australia

If you intend to bring your **partner and/or dependent children**, they will also need to apply for a visa and must be covered by **Overseas Student Health Cover (OSHC)**.

You will need to provide certified evidence of family relationships such as **marriage certificates** and **birth certificates** when applying for visas.

Estimated School and Childcare Costs

If your dependent children will be attending school or childcare in Melbourne, please be aware of the following indicative costs:

Childcare:

- Centre-based care: AUD \$145 – \$185 per day
- Family day care: AUD \$6 – \$10 per hour
- Nannies: AUD \$20 – \$30 per hour
- Au pairs (live-in): AUD \$200 – \$400 per week

School-aged children:

- Primary and secondary schooling: approximately **AUD \$8,000 – \$15,000 per year per child**, depending on the school and location

More information is available on the following official resources:

- [Study Melbourne](#)
- Live in Victoria – Education and Childcare

3. Arranging Your Finances

The **currency in Australia is the Australian Dollar (AUD)**. It is recommended that you exchange a small amount of money before your arrival for immediate expenses. You can exchange additional funds at banks or authorised currency exchange centres after arrival in Melbourne.

Important:

- Avoid carrying large amounts of cash.
- Banks are usually closed on weekends.
- Airport currency exchange counters are convenient but may offer less favourable rates.

You should bring enough funds to cover at least your **first few weeks of accommodation, transport, and living expenses** until you can access other funds through a bank account in Australia.

Useful resource:

[Money Matters – Study in Australia](#)

4. Travel Costs (Estimated)

When budgeting, consider including approximate travel expenses:

- AUD \$2,000 – \$3,000 for international travel (depending on your home country)
- AUD \$1,000 for domestic travel within Australia

5. Cost of Living in Melbourne

The cost of living may vary based on your lifestyle and accommodation preferences. As Melbourne is a major Australian city, living costs may be higher than in regional areas. Students are encouraged to plan their finances carefully and maintain an emergency fund to manage unexpected expenses.

More information can be found at:

[Insider Guides – International Student Resources](#)

Summary

The information provided above is for general guidance only and subject to change by the Australian Government and related authorities. Students are responsible for ensuring they have sufficient funds and for verifying the most current financial and visa requirements through the Department of Home Affairs and official government sources prior to applying for their visa.

For more information, please visit:

NTCA- www.ntca.edu.au

Department of Home Affairs- www.homeaffairs.gov.au

Overseas Student Health Cover (OSHC)

All international students must maintain **Overseas Student Health Cover (OSHC)** for the full duration of their student visa.

You must arrange your OSHC **before arriving in Australia**, starting from the date you enter the country.

Your OSHC helps cover:

- Doctor and hospital visits
- Most prescription medicines
- Ambulance services in emergencies

You may choose an OSHC provider recommended by **NTCA** or select from approved Australian providers such as:

- [Australian Health Management \(AHM\)](#)
- Allianz Global Assistance (Peoplecare)
- [BUPA Australia](#)
- Medibank Private
- nib OSHC

Learn more at the **Department of Health** website: www.health.gov.au.

Additional Health Insurance

OSHC does **not cover** dental, optical, or physiotherapy treatments.

If you require these services, consider additional coverage options such as:

- *Extra OSHC* (offered by some providers)
- *International Travel Insurance*
- *General Treatment Cover* from Australian private insurers

You can compare policies at:

- www.privatehealth.gov.au

General Safety

Australia is generally a **safe and friendly country**, but it is important to stay aware of your surroundings and practice personal safety, especially at night.

Read the information at the following web site about personal safety tips: [Personal safety tips](#)

Here are some safety tips:

- Walk in well-lit areas and preferably with friends.
- Avoid isolated locations such as dark stairways or alleys.
- Plan your route before travelling, stick to main roads.

- Use ride-share apps, taxis, or friends for transport at night.
- Avoid using ATMs in poorly lit or quiet areas.
- Keep valuables out of sight, especially in public places.
- Be cautious when waiting for public transport at night—stay near others or security staff.
- On trains, sit near the guard's carriage (marked by a blue light).

While on **NTCA premises**, always secure your belongings and never leave personal items such as phones, laptops, passports, or wallets unattended.

Respect and Conduct

NTCA promotes a respectful, inclusive, and safe learning environment. If you experience inappropriate behaviour or feel unsafe due to another student or staff member's actions, you are encouraged to report your concerns to the **Student Support Officer (SSO)** or the **Chief Executive Officer (CEO)**.

All reports are handled confidentially and without discrimination or retaliation.

Disclaimer:

The information provided by NTCA is for general guidance only. Students are responsible for maintaining valid health insurance, personal safety, and compliance with Australian laws during their stay.

Working in Australia

As an international student on a **student visa**, you are permitted to work **up to 40 hours per fortnight** during your study periods and **unlimited hours during scheduled breaks**.

Working while studying can be a valuable opportunity to gain experience, build networks, and support your living costs in Australia.

You can explore work opportunities through:

- www.studyinaustralia.gov.au
- Local job boards and student noticeboards
- Reputable job websites and recruitment agencies

Before you begin work, ensure you have a **Tax File Number (TFN)** and are aware of your rights and responsibilities as an employee in Australia. For information, visit the Fair Work Ombudsman.

Living Costs in Australia

To study in Australia, students must demonstrate sufficient funds to cover tuition fees, travel, and living expenses. This ensures students can focus on their studies and enjoy a comfortable and secure experience while in Australia.

The Department of Home Affairs recommends that students have access to at least AUD \$24,505 per year (subject to change) to cover basic living costs such as:

- Food and groceries
- Accommodation and utilities
- Local transport and communication
- Clothing and entertainment

Costs may vary depending on your **lifestyle, accommodation type, and location** within Melbourne.

For more details, visit [Study in Australia – Living Costs](#).

Budgeting

Once you have settled into Melbourne, it is advisable to create a **personal budget** that includes:

- Rent and utilities

- Transport
- Food and groceries
- Study materials and entertainment
- Unexpected expenses

Maintaining a weekly or monthly budget helps you manage your finances efficiently and avoid unnecessary stress. Learn more about money management at www.moneysmart.gov.au.

Shopping and Groceries

Melbourne offers convenient access to shopping centres, markets, and local stores.

Most retail outlets are open **7 days a week**, typically from **9:00 AM to 6:00 PM**, with extended hours until **9:00 PM** on Thursdays or Fridays.

Major supermarket chains include:

- **Coles**
- **Woolworths**
- **Aldi**
- **IGA**
- **Food Works**

Large department stores include **Myer, David Jones, Kmart, Target**, and **Big W**.

For affordable options, you can also explore **factory outlets** and **local markets** throughout Melbourne.

Indicative grocery prices:

Item	Average Cost (AUD)
Loaf of Bread	\$2.50 – \$3.00
Milk (1L)	\$2.50 – \$3.00
Cereal Box	\$3.00 – \$4.00
Soft Drink (1.25L)	\$2.00 – \$3.00
Apple or Banana	\$0.60 – \$1.00 each
Chicken (500g)	\$7.00 – \$10.00

Clothing

Australians dress casually and comfortably, influenced by climate and lifestyle. There are no strict clothing rules, though workplaces, restaurants, and formal settings may have specific dress codes.

Affordable clothing stores include Kmart, Target, and Big W, while Myer and David Jones offer premium brands. Melbourne also features local designer boutiques and factory outlets for a variety of styles and budgets.

Weather in Melbourne

Melbourne is known for its “**four seasons in a day**” weather pattern—conditions can change quickly.

The city experiences:

- Summer (Dec–Feb): Warm to hot (25–35°C)
- Autumn (Mar–May): Mild and pleasant (15–25°C)
- Winter (Jun–Aug): Cool and wet (6–15°C)
- Spring (Sep–Nov): Variable (10–25°C)

It is advisable to bring clothing suitable for both warm and cool conditions, including rain jackets and layers.

Disclaimer:

The cost estimates and information provided are for general guidance only and are subject to change. Students are encouraged to verify updated details through official government websites such as www.homeaffairs.gov.au and www.studyinaustralia.gov.au.

Maintaining Enrolment

Course Progress

All NTCA students are required to maintain satisfactory academic progress as a condition of their enrolment and student visa. NTCA monitors student progress throughout each study period in accordance with the VET Academic Progress and Intervention Policy and Procedures.

Policy link: [VET Academic Progress & Intervention Policy & Procedures](#)

Students who are identified as being at risk of not achieving satisfactory progress (i.e., not completing or not passing at least 50% of the units in a study period) will be notified in writing and invited to attend an Intervention Meeting. During this meeting, the student and Academic Coordinator will discuss the causes of poor performance and agree on a formal Intervention Strategy, which may include additional academic support, counselling, or modified study load.

If a student fails to meet satisfactory course progress in two consecutive study periods, NTCA will issue a Notice of Intention to Report to the Department of Home Affairs (DHA) for unsatisfactory progress. Students have the right to appeal this decision within 20 working days through NTCA's Feedback, Complaints and Appeals Policy.

Policy link: [Feedback Complaints and Appeals Policy & Procedure](#)

Maintaining satisfactory progress ensures that students can complete their qualification within the expected duration of their Confirmation of Enrolment (CoE), as required under Standard 8 of the National Code 2018.

Attendance

Students must maintain satisfactory attendance throughout their enrolment. NTCA expects students to attend all scheduled classes and participate actively in their studies. Attendance is recorded for every session and reviewed regularly by the Academic Department.

If attendance concerns arise, students will receive a Warning Letter and may be required to attend an Intervention Meeting. Continued unsatisfactory attendance may result in a Notice of Intention to Report to the DHA. Students have the right to appeal within 20 working days.

NTCA acknowledges that compassionate or compelling circumstances (such as serious illness, family emergency, or other exceptional events) may affect attendance or progress. In such cases, students must provide valid documentary evidence for consideration.

Policy Link: [VET Attendance Policy & Procedure](#)

Disclaimer: Failure to maintain satisfactory course progress or attendance may lead to the cancellation of enrolment and reporting to the Department of Home Affairs, which may affect visa status. For full details, please refer to NTCA's VET Academic Progress and Intervention Policy.

Course And Assessment

Overview

At **NTCA**, our training and assessment are designed to provide students with the **knowledge, practical skills, and professional competencies** required to meet industry standards and workplace expectations. Training is delivered through a **competency-based approach**, where each student must demonstrate the skills and knowledge necessary to achieve competency in each **unit of competency**.

Each course consists of a set of nationally endorsed units. Students may complete either:

- The full qualification, or
- Individual units of competency (where applicable).

Assessment Methods

Assessment at NTCA may include a combination of:

- Written and oral questions
- Case studies, reports, or projects
- Workplace simulations and role plays
- Practical demonstrations and observations

Each course outline provides detailed information about the **delivery methods, assessment tasks, and expected outcomes**. Trainers will explain assessment requirements during orientation and throughout the course.

Reasonable Adjustment

NTCA supports fairness and inclusivity by providing **reasonable adjustments** for students who may require assistance during assessment.

Adjustments may include:

- Additional time for assessments
- Alternative formats (e.g., verbal responses instead of written)
- Modified environments or equipment

Requests for reasonable adjustments must be discussed with the Training Department before assessment activities commence. Adjustments will not compromise the integrity of the required competency outcomes.

Academic Integrity

NTCA upholds the highest standards of **academic honesty and integrity**. Students must complete all assessments independently and ethically.

The following are considered **breaches of academic integrity**:

- **Plagiarism** – presenting others' work or ideas as your own
- **Cheating** – using unauthorised materials or assistance during assessment
- **Collusion** – working with others without permission on individual tasks

If a breach is suspected:

1. The student will be notified in writing and given the opportunity to respond.
2. An investigation will be conducted in accordance with the **Academic Integrity Policy & Procedures**.

3. Disciplinary action may include re-assessment, suspension, or cancellation of enrolment, which may affect visa status for international students.

For details, please refer [Academic Integrity Policy & Procedures](#)

Submitting Assessments

All written assessments may be submitted via the **NTCA Learning Management System (LMS)** using your assigned login credentials, further guidance will be provided on orientation day.
Students are responsible for ensuring their submissions are complete, original, and submitted by the due date. Late submissions must follow NTCA's **Assessment and Extension Procedures**.

Assessment Feedback

Students will receive timely and constructive feedback on all assessment tasks.
Where further evidence is required, opportunities for **re-assessment** will be provided according to NTCA's Academic Integrity policy & Procedures.
Support and guidance will be available to help students achieve competency.

For details, please refer [VET Academic Progress & Intervention Policy & Procedures](#)

Appealing an Assessment Decision

Students have the right to **appeal** an assessment decision if they believe the outcome was unfair or incorrect. To appeal:

1. Submit a written appeal using the [Complaints and Appeal Form](#).
2. Appeals must be lodged within the timeframe stated in the [Feedback, Complaints and Appeals Policy](#).
3. All appeals will be handled promptly, fairly, and without prejudice.

Issuance of Certificates

Upon successful completion of all course requirements and payment of all outstanding fees, NTCA will issue:

- A **Qualification Testamur** and **Record of Results** (for full completion), or
- A **Statement of Attainment** (for partial completion or withdrawal).

All AQF certification documents are issued **within 30 calendar days** of course completion or withdrawal, as per the [AQF Certification Document Issuance Policy & Procedures](#)

Certificates are issued in compliance with the **Australian Qualifications Framework (AQF)** and the **Standards for RTOs 2025**.

Note: NTCA reserves the right to withhold the issuance of certificates until all course-related fees have been paid, except where prohibited by law.

Re-Issuing Certificates

NTCA maintains secure records of qualifications and statements for at least 30 years. Students may request replacement copies of certificates or records at any time by completing the Certificate Re-Issuance Request Form and paying the applicable administrative fee.

Access to Student Records and Certification Documents

Access to Student Records

NTCA maintains accurate and secure records for all students, including enrolment details, participation, progress, and certification outcomes. Students have the right to access their personal records at any time.

Students may access their personal or academic records at any time by submitting a Request to Access Records Form. Requests will be processed within 30 days of submission.

Access may be provided:

- In person (with photo ID verification), or
- Via mail to the student's registered address.

If students believe their records are incorrect, outdated, or misleading, they may request amendments using the Amendment Request Form. NTCA will review and respond in writing. If no amendment is made, a note outlining the decision will be added to the student's file.

Access to Records

- Students may request access to their personal information or academic records by submitting a written request using the *Student Record Access Form*.
- Requests will be processed within **30 calendar days**.
- Records may be accessed in person (with valid photo ID) or sent to the student's registered address upon request.
- NTCA does **not charge a fee** for viewing records.
- Certified copies of records can be provided upon request.

Amendment to Records

- Students who believe their records are incorrect, incomplete, outdated, or misleading may request an amendment by completing the *Amendment to Records Request Form*.
- NTCA will assess all requests and notify students in writing of the outcome.
- Where a correction is approved, the record will be updated immediately. If not approved, the request and supporting details will be noted in the student file.

Certification Documents (AQF Issuance)

- NTCA issues certification documents in accordance with the **AQF Qualifications Issuance Policy** and **NRT Logo Conditions of Use**.
- Documents include the **AQF and NRT logos, RTO name and code, qualification title and code, and authorised signatures**.
- **Statements of Attainment** are issued for partial course completions.
- Certification documents are issued within **30 calendar days** of course completion, provided all requirements are met.
- NTCA ensures that **no student's Unique Student Identifier (USI)** is printed on qualifications or statements of attainment.

Records Management

- All issued certificates and statements are recorded in the **Qualification Issuance Register** and securely stored in the **Student Management System (SMS)**.
- Certification records are retained for a minimum of **30 years** in accordance with NTCA's *Document Management and Records Retention Policy*.

Disclaimer

Failure to comply with assessment procedures, maintain academic integrity, or meet competency requirements may lead to disciplinary action or enrolment cancellation.

All NTCA assessment, certification, and academic integrity processes are conducted in accordance with:

- **Academic Integrity Policy & Procedures (2025)**
- **AQF Certification Document Issuance Policy & Procedures (2025)**
- **Standards for RTOs 2025** and **National Code of Practice 2018**

For full details, visit [NTCA Website](#).

Course Credit And Recognition Of Prior Learning (Rpl)

Overview

National Training College of Australia (NTCA) recognises that students may already possess prior skills, knowledge, and qualifications that align with the learning outcomes of their chosen course. NTCA offers both Credit Transfer (CT) and Recognition of Prior Learning (RPL) as pathways to acknowledge these competencies, ensuring a fair, transparent, and supportive process that facilitates student progression while maintaining the integrity of qualifications.

Credit Transfer (CT)

Credit Transfer applies when a student has previously completed an equivalent unit or qualification issued by another Australian Registered Training Organisation (RTO).

- Students may apply for Credit Transfer before or at the time of enrolment by submitting the **Credit Transfer Application Form** along with certified copies of their **AQF certification documentation** or authenticated **USI transcripts**.
- Credit Transfer is granted only where evidence demonstrates equivalence in the required learning outcomes, skills, and knowledge.
- There are **no fees** associated with applying for Credit Transfer.
- For packaged courses, Credit Transfer may be automatically applied in accordance with the course structure.
- Where Credit Transfer reduces the course duration for international students, NTCA will update the **Confirmation of Enrolment (CoE)** and **PRISMS** records accordingly.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning acknowledges the skills and knowledge students have acquired through prior work experience, formal or informal training, and life experience.

- Students may apply for RPL by completing the **RPL Application Form** and submitting supporting evidence such as portfolios, work samples, reference letters, and prior learning documentation.
- NTCA's qualified assessors will evaluate the evidence using validated RPL Assessment Kits mapped to the relevant units of competency, following the **Principles of Assessment** and **Rules of Evidence**.
- Additional evidence may be requested if required to confirm authenticity, currency, and sufficiency.
- Applicable fees for RPL will be communicated in writing at the time of application.
- Students will be notified in writing of the outcome and may appeal the decision through NTCA's [Feedback, Complaints and Appeals Policy and Procedures](#)

Impact on Course Duration and Visa

If RPL or Credit Transfer results in a reduced course duration, NTCA will amend the student's **CoE** and update the **PRISMS** system in compliance with the **ESOS Act** and **National Code 2018**.

Students are encouraged to discuss potential impacts on their visa conditions with the **Admissions Office** or their education agent before applying.

For detailed information visit [NTCA website](#).

Student Services And Facilities

Student Facilities

National Training College of Australia (NTCA) provides a range of facilities and services to support students throughout their studies and enhance their learning experience.

Computer and Internet Access

Students have access to computers equipped with essential software, email, and free internet for academic use. Computer laboratories are available during class hours for research, online learning, and assessment preparation.

Printing and Photocopying

A shared photocopier and printer are available for students to print or copy class notes, learning materials, and assessment tasks. Printing charges may apply.

Kitchenette and Break Area

NTCA provides a student kitchenette area equipped with a microwave, refrigerator, and kettle for tea and coffee preparation. Students are encouraged to maintain cleanliness and respect shared spaces.

STUDENT ORIENTATION

NTCA is committed to ensuring that all students receive the necessary support to transition smoothly into their studies and life in Australia.

Attendance at the **orientation program** is **compulsory** for all new students and is conducted before classes commence.

Orientation Overview

The orientation program provides essential information on:

- NTCA policies, procedures, and key student support services
- Academic progress and attendance requirements
- Complaints, appeals, deferral, suspension, and course transfer procedures
- Legal rights, emergency contacts, and health services
- Campus facilities and available learning resources
- Overseas Student Health Cover (OSHC) and visa condition compliance

Orientation Activities

During orientation, students will:

- Meet NTCA staff, trainers, and fellow students
- Participate in an introduction session with the **Chief Executive Officer (CEO)** or designated representative

- Tour the NTCA campus and local area, including nearby public transport, cafes, banks, and other essential services
- Receive assistance with Unique Student Identifier (USI) registration and student portal access.

Student Support Introduction

Students will also be introduced to the **Student Support Officer**, who can provide ongoing assistance with academic, welfare, and adjustment-related matters.

This orientation session is designed to ensure that students begin their learning journey at NTCA feeling confident, informed, and supported.

Student Support Services

At the **National Training College of Australia (NTCA)**, we are committed to providing a supportive and inclusive environment that helps students achieve academic success and maintain their overall wellbeing while studying in Australia.

Our support services aim to assist students in adjusting to life in Australia, managing study challenges, and accessing relevant welfare and community resources when needed.

Student Support Officer (SSO)

The **Student Support Officer** is the first point of contact for all student enquiries regarding welfare, wellbeing, and academic support. Students can visit the SSO during campus hours or arrange an appointment via support@ntca.edu.au.

Academic and Learning Support

NTCA provides a range of academic support services designed to help students succeed in their studies, including:

- Guidance and mentoring from qualified trainers and assessors
- Study skills development and learning assistance
- Access to additional study materials and resources
- Extra time for assessment tasks (where applicable)
- Supervised study sessions and tutorial support
- Job placement guidance for courses with practical training components
- Technology and e-learning support

Welfare and Wellbeing Support

NTCA recognises that student wellbeing is essential for success. We provide confidential support and referral services addressing:

- Accommodation and housing assistance
- Mental health and counselling support

- Financial, legal, and medical advice
- Crisis support and emergency services
- Disability and equity support
- Social, cultural, and peer engagement programs
- Academic stress management and wellbeing strategies

All NTCA welfare services are offered **free of charge**, and while referrals to external agencies are provided at no cost, students are responsible for any ongoing external service fees.

For assistance, please contact **support@ntca.edu.au**.

External Support Services

Below are some external organisations available to assist students with various personal, academic, or welfare needs:

Service	Contact Details	Purpose / Support Provided
Reading and Writing Hotline	Ph: 1300 655 506 www.readingwritinghotline.edu.au	Free advice and referrals for adult literacy and numeracy courses.
Lifeline	Ph: 13 11 14 www.lifeline.org.au	24/7 crisis counselling and support for anyone in distress.
Reach Out	www.reachout.com.au	Online mental health and wellbeing resources for young people.
Healthdirect Australia	Ph: 1800 022 222 www.healthdirect.gov.au	24-hour health advice, symptom checker, and medical information.
MindSpot	Ph: 1800 614 434 www.mindspot.org.au	Free online assessment and treatment for anxiety, depression, and stress.
Butterfly Foundation	Ph: 1800 334 673 www.thebutterflyfoundation.org.au	Support for individuals experiencing eating disorders.
MyFuture	www.myfuture.edu.au	Career and education planning resources.
Rape & Domestic Violence Services Australia	Ph: 1800 737 732 (1800 RESPECT) www.1800respect.org.au	Confidential support for victims of sexual assault or domestic violence.
Tenants Union of Victoria	Ph: 9416 2577 www.tuv.org.au	Advice and support for rental rights and obligations.
City of Melbourne Multicultural Services	www.melbourne.vic.gov.au/community	Information on multicultural services, community hubs, and translation support.
Study Melbourne Student Centre	Ph: 1800 056 449 599 Little Bourke St, Melbourne www.studymelbourne.vic.gov.au	Government-funded support, information, and free programs for international students.

Service	Contact Details	Purpose / Support Provided
Victoria Legal Aid	Ph: 1800 677 402 www.legalaid.vic.gov.au	Legal advice and representation for eligible individuals.
Disability Rights Victoria	Ph: 1800 462 480	Advocacy and support for people with disabilities across Victoria.

Transferring To Another Australian Registered Provider

Overview

The National Training College of Australia (NTCA) complies with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, which regulates the transfer of international students between registered providers.

International students who wish to transfer from NTCA to another Australian registered provider must follow the formal transfer process outlined below.

Transfers After Six Months of Study

If you have completed six months or more of your principal course of study at NTCA and wish to transfer to another provider, you must complete and submit a [Deferral Suspension Withdrawal \(DSW\) Form](#), clearly indicating that you intend to transfer.

NTCA will assess your application and provide a written outcome within 10 working days of receiving your completed form.

If your request is approved, NTCA will issue a Letter of Release and report your withdrawal in PRISMS.

If your request is refused, you will be informed in writing of the reasons for the decision and advised of your right to appeal within 20 working days in accordance with NTCA's Feedback, Complaints and Appeals Policy.

If applicable, you may also submit a Refund Request Form; refunds will be processed in line with NTCA's Fees, Charges and Refund Policy and Procedures.

Transfers Before Completing Six Months of Study

If you wish to transfer before completing six months of your principal course, NTCA must assess and approve your request before issuing a release.

You must submit:

- A completed [Deferral Suspension Withdrawal \(DSW\) Form](#); and
- A valid Letter of Offer from the new registered provider.

A transfer request will generally be approved if NTCA determines that the transfer is in your best educational and personal interests, including but not limited to the following circumstances:

- You are unable to achieve satisfactory course progress, even after participating in an intervention strategy in accordance with NTCA's *Vet Academic Progress & Intervention Policy and Procedures*.
- There is evidence of compassionate or compelling circumstances (e.g. serious illness, bereavement, major political upheaval, natural disaster, or a traumatic experience) supported by relevant documentation.
- NTCA is unable to deliver the course as outlined in your written agreement.
- Your reasonable expectations about your current course are not being met.
- You have been misled by NTCA or an education agent regarding the course, resulting in the course being unsuitable to your needs or objectives.
- An appeal or external recommendation supports the transfer.

Transfer Refusals

NTCA may refuse a transfer request if none of the above conditions are met or if the transfer is deemed not in the student's best interest.

In such cases, students will be notified in writing within 10 working days, stating the reasons for refusal and their right to appeal within 20 working days.

A refusal during the six-month restriction period does not affect the student's ability to withdraw or transfer after the restriction period has ended.

Visa and Reporting Obligations

All approved and refused transfer requests are recorded in PRISMS in accordance with the ESOS Act (Section 19). Students should contact the Department of Home Affairs (DHA) at www.homeaffairs.gov.au or call 131 881 for information on how a course transfer may affect their student visa.

Recordkeeping and Policy Access

NTCA keeps complete records of all transfer applications, decisions, supporting evidence, and correspondence in the student's file.

This policy is made available to all students via the NTCA International Student Handbook and the NTCA website: www.ntca.edu.au

Changes To Your Enrolment

Definitions

- **Deferral:** Postponement of the commencement of your studies.
- **Suspension:** Temporary postponement of studies after enrolment has commenced.
- **Cancellation:** Termination of enrolment, initiated by the provider.
- **Withdrawal:** Permanent cancellation of enrolment initiated by the student, where the reason for the exit is other than transferring to another provider

Deferral, Suspension And Cancellation

The National Training College of Australia (NTCA) manages all deferral, suspension, and cancellation requests in accordance with its *Deferral, Suspension Withdrawal and Cancellation Policy and Procedures*, which aligns with the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Student-Initiated Deferral or Suspension

Students may request a deferral or suspension of studies only under **compassionate or compelling circumstances**, which are generally situations beyond the student's control that significantly impact course progress or wellbeing.

Examples include but are not limited to:

- Serious illness or injury, supported by a medical certificate.
- Bereavement of an immediate family member (e.g., parent, grandparent), with documentary evidence such as a death certificate.
- Major political upheaval or natural disaster in the home country requiring emergency travel.

- A traumatic experience such as involvement in or witnessing a serious accident or crime, supported by police or psychologist reports.
- NTCA being unable to offer a pre-requisite unit.
- Delays in visa processing preventing commencement of studies.

Each case is assessed individually and must be supported by relevant documentation. Retrospective approval may be granted if the student was unable to contact NTCA (e.g., due to an accident).

A suspension or deferral may be granted for a maximum of six (6) months. If further time is required, the case will be reassessed. If a student does not return after the approved period, the enrolment will be cancelled.

Students must apply in writing using the [Deferral Suspension Withdrawal \(DSW\) Form](#), available from Student Support and NTCA website. NTCA will respond in writing within 10 working days.

Important: Deferral or suspension of enrolment may affect your student visa. Students should contact the Department of Home Affairs (DHA) at www.homeaffairs.gov.au or phone 131 881 for visa advice.

Student-Initiated Withdrawal/Transfer of Enrolment

Students may request to cancel or withdraw from their course at any time. Requests must be submitted in writing using the approved form.

If the request involves transferring to another registered provider within the first six (6) months of study, it will be assessed according to the NTCA Student Transfer Between Providers Policy and Procedure.

Refund eligibility (if applicable) will be determined in accordance with NTCA's Fees, Charges and Refunds Policy.

Provider-Initiated Suspension or Cancellation

NTCA may suspend or cancel a student's enrolment for reasons including, but not limited to:

- Misconduct or breach of the Student Code of Conduct (including plagiarism, cheating, or collusion).
- Non-payment of fees or financial obligations.
- Breach of course progress or attendance requirements as per the Ntca's Policy.

Before suspension or cancellation takes effect, NTCA will:

1. Notify the student in writing of its intention, including reasons for the decision.
2. Inform the student of their right to access the internal Complaints and Appeals process within 20 working days.

Suspension or cancellation will not take effect until the internal appeal process is complete, unless the student's health, wellbeing, or the wellbeing of others, is at risk.

Visa Implications and Reporting

NTCA is required to notify the **Department of Home Affairs (DHA)** through **PRISMS** of any deferral, suspension, or cancellation under section 19 of the **ESOS Act**.

Students should seek visa advice directly from DHA to understand the impact on their student visa status.

Complaints and Appeals

Students have the right to appeal any decision related to deferral, suspension, or cancellation within **20 working days** of receiving notification.

The internal appeals process must be completed before NTCA reports the change to DHA unless there is an immediate risk to health or safety. Please refer policy in NTCA website for [Feedback-Complaints-and-Appeals-Policy-Procedures](#)

Change In Visa Status

Impact on Student Visa

Any deferral, suspension, withdrawal, or cancellation of a student's enrolment at the National Training College of Australia (NTCA) may directly impact the student's visa status.

When a student's enrolment is deferred, suspended, or cancelled, NTCA is required to report the change in enrolment status to the Department of Home Affairs (DHA) through the Provider Registration and International Student Management System (PRISMS) in accordance with the *ESOS Act (Section 19)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

Student Responsibility

Students are responsible for seeking advice regarding the possible visa implications of any change to their enrolment. For accurate and up-to-date information, students should:

- Visit the **Department of Home Affairs website**: www.homeaffairs.gov.au
- Or contact the **DHA Helpline** at **131 881**.

Students may also visit their **nearest Department of Home Affairs office** to discuss the specific impact of a deferral, suspension, or cancellation on their visa conditions.

Attendance and Reporting

Regardless of whether the suspension of enrolment is student-initiated or provider-initiated, the period of suspension (as recorded in PRISMS) will not be counted toward attendance monitoring for visa compliance purposes. NTCA ensures all reporting and recordkeeping are conducted in accordance with ESOS regulatory requirements and maintains transparency with students throughout the process.

Assessment of Compassionate or Compelling Circumstances

NTCA exercises **professional judgement** and assesses each case on its **individual merits** when determining whether **compassionate or compelling circumstances** exist to justify a deferral, suspension, or withdrawal.

Policy Reference

This section should be read in conjunction with:

- [Deferral, Suspension, Withdrawal, and Cancellation Policy & Procedures](#)
- [Academic Integrity Policy & Procedures](#)
- [Feedback, Complaints and Appeals Policy & Procedures](#)

For further guidance, please contact the **Student Support Team** at support@ntca.edu.au or visit [NTCA Website](#).

Student Issues

Complaints And Appeals

At the National Training College of Australia (NTCA), we are committed to providing a fair, transparent, and efficient process for resolving all student complaints and appeals. NTCA encourages students to raise concerns early so that issues can be addressed promptly and effectively.

This process ensures that all complaints and appeals are handled confidentially, without prejudice, and with procedural fairness.

1. COMPLAINTS

How to Lodge a Complaint

Students can lodge a complaint by completing the **Feedback, Complaints and Appeals Form**, available at reception or via email at support@ntca.edu.au. Complaints should be made in writing and clearly outline the issue, relevant details, and any supporting evidence.

Internal Resolution Process

- Upon receiving a complaint, the **Chief Executive Officer (CEO)** will acknowledge receipt within **10 working days**.
- The complaint will be **investigated and recorded** in the Complaints Register.
- The CEO may seek additional information from involved parties or conduct meetings (in person, online, or by phone). Students may bring a **support person** to any meeting.
- Where relevant, NTCA may involve **third-party service providers** to assist in the resolution.

Resolution and Response

- Complaints will be resolved **within 60 calendar days** of receipt.
- If a resolution takes longer due to complexity, NTCA will notify the complainant in writing with reasons and provide **weekly progress updates** until the matter is finalised.
- Once concluded, the CEO will provide a **written response** outlining:
 - NTCA's understanding of the complaint.
 - Steps taken to investigate and resolve the matter.
 - Decisions made and reasons for those decisions.
 - Any improvements identified and
 - The complainant's right to appeal if unsatisfied with the outcome.

All complaint records will be maintained securely for at least **two years** after the student ceases enrolment.

2. APPEALS

Students have the right to **appeal decisions** made by NTCA, including assessment outcomes or administrative decisions.

Appeal Submission

- Appeals must be submitted in writing using the Feedback, Complaints and Appeals Form within 20 working days of receiving the initial decision.
- The CEO will acknowledge the appeal and commence an investigation within 10 working days.

Appeal Review Process

- The appeal will be reviewed by a qualified independent assessor or panel not involved in the original decision.
- Students will receive a written response within 60 calendar days of submission.
- If the matter is complex, the student will be informed in writing with an updated timeframe and regular progress reports.

Appeal Outcomes

- Students will receive a written outcome detailing:
 - NTCA's understanding of the appeal and evidence reviewed.
 - The final decision and reasoning.
 - Any corrective actions to be implemented.
 - Information about the external appeals process; and
 - If applicable, advice on visa implications for international students.

All appeal records are securely retained for a minimum of two years after resolution.

3. APPEALS AGAINST ASSESSMENT DECISIONS

If a student disagrees with an assessment result, the task will be re-marked by an independent assessor.

The result of this review will represent the final assessment outcome, and the student will be informed in writing.

4. EXTERNAL REVIEW OPTIONS

If a student remains dissatisfied after the internal process, they may seek an independent external review.

- Domestic students may contact Fair Trading Victoria.
- International students may contact the Overseas Students Ombudsman (OSO) at www.ombudsman.gov.au or by calling 1300 362 072.

NTCA will fully cooperate with any external review and provide access to relevant documentation as permitted by law.

5. FEEDBACK

NTCA values student feedback as a vital tool for continuous improvement.

Students are encouraged to provide feedback:

- Through course surveys conducted during their studies; or
- Anytime by emailing **support@ntca.edu.au** or speaking directly with Student Services staff.

6. CONFIDENTIALITY AND NON-RETALIATION

All complaints and appeals are handled with **strict confidentiality**.

NTCA ensures that no student is disadvantaged or penalised for raising a genuine concern or appeal in good faith.

Code Of Conduct

GENERAL INFORMATION

The **Code of Conduct** outlines the standards of behaviour expected from all students of **NTCA (National Training College of Australia)** during their study, training, and assessment. It also defines students' rights and responsibilities while participating in NTCA activities, ensuring a respectful, safe, and professional learning environment for everyone.

The NTCA Student Code of Conduct establishes expectations for respectful, inclusive, and professional behaviour to ensure a safe and positive learning environment. Students are required to demonstrate courtesy toward peers and staff, respect cultural diversity, and avoid harassment or discrimination. Academic integrity is paramount, with strict prohibitions on plagiarism and cheating. Learners must attend classes punctually, participate actively, and comply with attendance and course progress requirements. Additionally, students are expected to use facilities responsibly, follow health and safety guidelines, and observe proper digital etiquette during online sessions.

The Code also outlines standards for work placements, emphasizing professionalism, adherence to dress codes, confidentiality, and compliance with safety protocols. Misconduct—such as academic dishonesty, disruptive behaviour, abuse, discrimination, theft, or substance misuse—can result in consequences ranging from warnings to suspension or course cancellation. NTCA ensures procedural fairness, allowing students to appeal decisions under its Feedback, Complaints and Appeals Policy. Support services are available to assist students in understanding their responsibilities and maintaining compliance throughout their studies.

BREACH OF THE CODE OF CONDUCT

A **breach** of the Code of Conduct refers to any failure to comply with NTCA's expectations and policies. Any such breach may result in disciplinary action, as determined by the **Chief Executive Officer (CEO)**. Depending on the seriousness of the incident, actions may include a warning, suspension, or cancellation of enrolment.

For international students, suspension or cancellation of enrolment will not take effect until the internal appeals process is completed, unless NTCA determines that the student's health or wellbeing—or that of others—is at immediate risk.

A **serious breach** is defined as behaviour that poses, or is likely to pose, a risk to the health, safety, or wellbeing of the student or others. In such cases, NTCA may immediately suspend or cancel the student's enrolment. The student will be reported to the **Department of Home Affairs** through **PRISMS**, which may affect their visa status.

For visa-related matters, students should contact the **Department of Home Affairs** via www.homeaffairs.gov.au or by calling **131 881**.

FURTHER INFORMATION

For detailed procedures, please refer [Deferral, Suspension, Withdrawal and Cancellation Policy & Procedures](#)

Note:

- NTCA may suspend or cancel a student's enrolment on various grounds, including misbehaviour or breach of policy.
- As per **Standard 9.6 of the National Code 2018**, suspension or cancellation will not take effect until the internal appeal process is completed, unless the health or wellbeing of the student or others is at risk.

Student Rights And Responsibilities

Purpose

The National Training College of Australia (NTCA) is committed to providing a supportive, fair, and respectful learning environment for all students.

This section outlines the rights and responsibilities that apply to every NTCA student during their study period.

Student Rights

All NTCA students have the right to:

- Be treated fairly, respectfully, and with dignity by all staff, trainers, and fellow students.
- Learn in a safe, inclusive, and supportive environment free from bullying, harassment, discrimination, and victimisation.
- Access a healthy and safe study environment where risks to personal health and safety are minimised.
- Have personal details, records, and information handled in accordance with the [Privacy ACT 1988](#).
- Access and review personal information held by NTCA upon request.
- Have any complaints or appeals managed fairly, promptly, and confidentially without fear of retribution.
- Lodge appeals regarding procedural or assessment decisions in line with NTCA's Feedback, Complaints and Appeals Policy.
- Receive training, assessment, and support services that meet their individual learning needs.
- Be given accurate and timely information about their course, assessment processes, attendance requirements, and academic progress.
- Access learning support, welfare, and counselling services to help them succeed in their studies.
- Provide feedback on NTCA's services, training, and student support at any time.

Student Responsibilities

All NTCA students are required to:

- Treat staff, trainers, and peers with respect and courtesy, and behave in a professional and cooperative manner at all times.
- Refrain from any form of harassment, bullying, victimisation, or discrimination.
- Respect the opinions, cultural backgrounds, and beliefs of others.
- Attend all scheduled classes and arrive on time, prepared with the required learning materials.
- Follow NTCA's health and safety procedures and report any hazards or safety concerns immediately.
- Maintain academic integrity by submitting original work and avoiding plagiarism, collusion, or cheating.
- Complete and sign the required cover sheet for all submitted assessments and assignments.
- Keep copies of all submitted work for personal records.
- Communicate regularly with trainers or support staff about academic progress or any issues affecting study.
- Notify NTCA promptly of any changes to personal details, including contact information or visa status (if applicable).
- Provide accurate information and documentation as required by NTCA.
- Meet all financial obligations and pay fees within the agreed timelines.
- Approach learning with commitment, integrity, and honesty.

- For international students, comply with all visa conditions under the **Education Services for Overseas Students (ESOS) Act 2000** and related regulations.

Legislation And You

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students (ESOS Framework)

International students studying in Australia are protected under the **ESOS Framework**, which ensures quality education and strong consumer protection.

These laws are designed to promote a safe, enjoyable, and rewarding study experience in Australia.

The ESOS Framework includes:

- **Education Services for Overseas Students (ESOS) Act 2000**
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)**
- Related legislative instruments and standards

For detailed information about your rights and responsibilities under the ESOS Framework, visit:

www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act

If you are unable to access this information online, you can contact NTCA via email or phone, and our support team will provide the relevant details and guidance.

Standard Of Behaviour

At the National Training College of Australia (NTCA), maintaining a respectful, inclusive, and professional learning environment is a shared responsibility. All students are expected to uphold the highest standards of personal and academic conduct throughout their enrolment.

The following standards of behaviour apply to all NTCA students and staff members:

- Demonstrate honesty and integrity in all academic and personal interactions.
- Respect diversity in people, their cultures, ideas, and opinions.
- Treat others with dignity, courtesy, and fairness at all times.
- Promote inclusiveness by respecting differences in race, ethnicity, nationality, religion, gender, sexual orientation, age, and ability.
- Uphold the rights of others to study, work, and participate in a safe, supportive, and harassment-free environment.
- Offer support and compassion to peers and staff where appropriate.
- Contribute to a positive learning environment by avoiding disruptive, disrespectful, or offensive behaviour.
- Respect the property of NTCA, as well as the belongings of other students, staff, and visitors.

Failure to comply with NTCA's Code of Conduct or Standard of Behaviour may result in disciplinary action, which could include suspension or cancellation of enrolment in accordance with NTCA's Deferral, Suspension, Withdrawal and Cancellation Policy.

All students are encouraged to seek guidance or clarification from NTCA staff if they are unsure about acceptable behaviour or college expectations.

YOUR RESPONSIBILITIES AS A STUDENT

All students are expected to act safely and responsibly at all times while on NTCA premises or participating in NTCA-related activities. You must:

- Follow all WHS rules, signage, and instructions provided by staff and trainers.
- Immediately report hazards, unsafe conditions, or accidents to your trainer or NTCA staff.
- Seek staff assistance if you become injured or unwell on campus.
- Complete incident reports when requested.
- Be familiar with NTCA's emergency evacuation procedures and follow staff instructions during emergencies.
- Keep classrooms and corridors free from obstructions (e.g., bags or cables).
- Maintain good personal hygiene and cleanliness in shared spaces such as kitchens and bathrooms.

Drugs, Alcohol & Smoking

NTCA maintains a strict drug-, alcohol- and smoking-free environment. Students who wish to smoke may do so only outside the building, in areas where smoking is permitted and not subject to local prohibitions.

The use, possession, sale, or distribution of alcohol or illegal substances on NTCA premises or during NTCA activities is prohibited.

Students found under the influence or in breach of this policy may face disciplinary action, including suspension or cancellation of enrolment in line with NTCA's Deferral, Suspension, Withdrawal and Cancellation Policy.

Weapons policy

Firearms, knives, or any other dangerous weapons are strictly prohibited on NTCA premises. Possession of such items will result in immediate disciplinary action and may lead to expulsion.

Mobile phones

To maintain a professional and focused learning environment:

- Switch your phone to **silent mode** during class.
- Phone calls may only be made or received **during scheduled breaks** outside classroom areas.

Food and Drink

Eating and drinking are only permitted in designated break areas such as the student kitchen or dining space. Please clean up after yourself and dispose of all rubbish properly.

Computer and Internet usage

NTCA computers and internet access are provided for educational purposes only.

Students must:

- Refrain from downloading, sharing, or viewing inappropriate, illegal, or copyrighted material.
- Avoid changing system settings or installing software.
- Report any computer faults to staff instead of attempting self-repair.
- Keep noise levels low in computer labs.

Breaches of this policy may result in **loss of computer access** and disciplinary action.

Harassment, Victimisation, And Bullying

The National Training College of Australia (NTCA) is fully committed to providing a safe, inclusive, and respectful learning and working environment, free from all forms of harassment, victimisation, bullying, and discrimination.

NTCA has a zero-tolerance policy for any behaviour that harms, intimidates, threatens, offends, humiliates, or degrades another person. Everyone at NTCA — students, staff, and visitors — shares the responsibility to maintain an atmosphere of respect, professionalism, and support.

Harassment

Under Australian anti-discrimination law, harassment refers to unwanted, unwelcome, or offensive behaviour that makes someone feel intimidated, humiliated, or uncomfortable, or that creates a hostile learning environment. Examples of harassment include but are not limited to:

- Unwelcome physical contact or advances.
- Repeated unwanted invitations or personal attention.
- Insulting, threatening, or obscene language or gestures.
- Persistent negative or unjustified comments about a person's ability, performance, or appearance.
- Offensive jokes, slurs, or comments about someone's ethnicity, religion, gender, sexual orientation, or nationality.
- Displaying or distributing offensive materials (e.g. posters, images, social media content).

Victimisation

Victimisation occurs when a person is treated unfairly or disadvantaged because they have made a complaint or supported someone else's complaint under NTCA's policies or legislation.

Examples of victimisation include:

- Excluding, isolating, or ignoring a person who raised a concern.
- Refusing to provide assistance or information.
- Mocking a person's background, culture, or belief system.
- Unjustified negative assessment of student work.
- Threats or intimidation after a complaint is lodged.

Bullying

Bullying is repeated, unreasonable behaviour that creates a **risk to health, safety, or wellbeing**. It can be verbal, physical, social, or psychological, and may occur face-to-face, online, or in writing.

Examples of bullying include:

- Aggressive or abusive language, shouting, or insults.
- Repeated "put-downs" or humiliation in front of others.
- Intimidation, exclusion, or deliberate isolation.
- Unreasonable or excessive criticism of performance.
- Threats of physical harm or actual violence.
- Misuse of power, status, or position to control or coerce others.

Bullying is taken very seriously at NTCA and is treated as a misconduct matter under relevant Australian laws and NTCA policies, with appropriate action taken to ensure the safety and wellbeing of all students and staff.

If You Experience Harassment, Victimisation, or Bullying

If you believe you are being harassed, bullied, or victimised, you are encouraged to take the following steps:

1. **Address the behaviour (if safe):**

If you feel comfortable, inform the person that their behaviour is unwelcome and must stop.

2. **Seek support:**

You can speak confidentially with NTCA's Student Support Officer or RTO Manager for guidance.

3. **Lodge a formal complaint:**

If the behaviour continues, or you are not comfortable addressing it directly, you may submit a Complaint or Appeal Form in accordance with NTCA's Feedback, Complaints and Appeals Policy and Procedures.

- All complaints are treated seriously, confidentially, and without retaliation.
- You have the right to a fair, impartial, and timely investigation.
- You may bring a support person to any meeting.

For external assistance, international students may also contact the Overseas Students Ombudsman or seek support from **Study Melbourne** or [Legal Aid Victoria](#).

Access, Equity, And Anti-Discrimination

NTCA promotes and upholds the principles of access, equity, inclusion, and fairness for all current and prospective students.

Our commitment is to ensure that everyone — regardless of their personal background — has an equal opportunity to learn, participate, and succeed.

NTCA's Equity Commitment

NTCA ensures that no student, staff member, or stakeholder experiences discrimination or disadvantage based on:

- Gender, marital or parental status, or pregnancy.
- Race, colour, nationality, ethnicity, or cultural background.
- Language, religion, or political belief.
- Age or disability.
- Sexual orientation, gender identity, or expression.
- Socio-economic background or caring responsibilities.

We provide equitable access to training, assessment, and support services that recognise individual learning needs, ensuring that every student can reach their potential and achieve successful learning outcomes.

All people are treated with courtesy, fairness, and respect at every stage — from enquiry and enrolment to completion of training.

If you believe you have been unfairly treated, discriminated against, or denied access to equal opportunities, you are encouraged to report the issue under NTCA's **Complaints and Appeals Procedures**.

NTCA's Responsibilities

- Provide education and support free from discrimination and harassment.
- Ensure fair and transparent enrolment, training, and assessment processes.
- Maintain compliance with the **Equal Opportunity Act 2010 (VIC)** and other relevant legislation.
- Promote diversity and inclusion within NTCA's training and workplace environment.
- Ensure all complaints are managed fairly, confidentially, and without bias.

Student Responsibilities

- Treat others with respect, courtesy, and fairness at all times.
- Behave in a way that upholds NTCA's **Student Code of Conduct**.
- Refrain from engaging in any form of harassment, discrimination, or bullying.
- Support a positive, safe, and inclusive learning community.

Note:

All reported incidents are handled under the [NTCA Feedback, Complaints and Appeals Policy](#), and records are securely maintained. NTCA will take disciplinary action, including suspension or cancellation of enrolment, for serious or repeated misconduct in line with the Deferral, Suspension, Withdrawal and Cancellation Policy.

National VET Regulator Act 2011

As a student in Australia's Vocational Education and Training (VET) sector, you have the right to expect high-quality education and training that equips you with practical skills and knowledge relevant to your chosen industry. Your qualification should enhance your employment opportunities and may also provide pathways for further study within Australia.

The National Training College of Australia (NTCA) is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA) – the national regulator for the VET sector.

As an ASQA-registered provider, NTCA is required to fully comply with the National Vocational Education and Training Regulator Act 2011 (NVR Act) and the Standards for Registered Training Organisations (RTOs) 2025. These standards ensure that:

- Training and assessment practices meet nationally consistent quality benchmarks.
- Qualifications and Statements of Attainment issued by NTCA are nationally recognised.
- Students receive accurate information about their courses, rights, and responsibilities.
- Trainers and assessors are qualified and competent in their fields.
- Student support, assessment, and administrative systems operate with integrity and transparency.

Through compliance with the NVR Act and RTO Standards, NTCA guarantees that your education and training experience meets the national quality assurance framework for vocational education in Australia.

Disclosure of Personal Information / Privacy Policy

In accordance with the **Privacy Act 1988**, the National Training College of Australia (NTCA) collects personal information from students during the enrolment and study process to fulfil its obligations under the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and other applicable legislation. This information is used to ensure compliance with visa conditions, student obligations, and reporting requirements under Australian law.

Information collected may include personal details, contact information, course enrolment data, academic progress, and any variations to enrolment status. NTCA may share relevant information with authorised bodies such as the Commonwealth Government, Department of Home Affairs, Department of Education, Tuition Protection Service (TPS), or other designated authorities when required by law or regulation. This may also include disclosure relating to any suspected breach of visa conditions.

All personal information collected is stored securely and used solely for official and educational purposes. NTCA maintains strict confidentiality standards and ensures that personal information is protected against loss, unauthorised access, or misuse. Information will be securely disposed of once it is no longer required for the purpose for which it was collected.

Students have the right to access and update their personal information held by NTCA at any time by contacting the Student Administration Office during business hours. It is a condition of enrolment that students must notify NTCA of any change to their personal contact details, including address, email, and phone number, within seven (7) days of the change. A [Student Personal Details Form](#) is available from Student Services or via the NTCA website.

NTCA will not disclose personal information to a third party unless:

- The student has been informed that such information is typically provided to that person or organisation.
- The student has given written consent.
- Disclosure is necessary to prevent or reduce a serious or imminent threat to the life, health, or safety of the student or another person.

- Disclosure is authorised or required by law, including under the **ESOS Act 2000** or the **National Code 2018**; or
- Disclosure is reasonably necessary for law enforcement, the protection of public revenue, or the administration of justice.

NTCA is committed to protecting your privacy and managing your personal information responsibly in accordance with Australian privacy and data protection laws.

Name of Forms	Reason for use	Forms Link:
Credit Transfer Application Form	If you want to apply for Credit Transfer	Credit Transfer Application Form
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made	Complaints and Appeals Form
Refund Application Form	If you believe you have grounds for a refund	Refund Request Form
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)	International Student Enrolment Form
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.	Student Personal Details Form
DSW Form	If you wish to withdraw from a currently enrolled course of study.	Deferral Suspension Withdrawal (DSW) Form
Request to Access Records Form	To request access to the information we have in your file	Student Request Form
Amendment to Records Form	If you believe the information we have in your file is incorrect	Student Request Form
Course Transfer Application Form	If you wish to transfer to another provider.	Deferral Suspension Withdrawal (DSW) Form
Internal Course Transfer Application Form	If you wish to change to another course within RTO.	Student-Request-Form

Please refer to our website: [Form & Policy - National Training College of Australia \(NTCA\)](#) to access above forms.

Thank you



Your pathway to sucess begins here.