Student Handbook

About the Student Handbook

This Student Handbook is your guide to CAPSTONE. In this guide, you will find information on how CAPSTONE works, where students should go, and who they should see to resolve problems. This guide also contains policies and procedures and relevant legislative and regulatory requirements so that you understand how CAPSTONE operates.

Disclaimer

CAPSTONE attempts to ensure that the information provided within this guide is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with CAPSTONE to ascertain whether any updated information is available in respect of the relevant material. CAPSTONE, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication, or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

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Welcome

Welcome to CAPSTONE Institute of Australia (CAPSTONE) , where new and exciting experiences and adventures await you. Our dedicated and experienced staff and trainers provide every student with equal and the best educational opportunity possible. We are committed to delivering high-quality learning experiences to prepare you for your future career.

CAPSTONE is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 (NVETR Act) (RTO No: 45903). CAPSTONE is also a CRICOS (Commonwealth Register of Institutions & Courses for Overseas Students) provider (CRICOS Provider No: 04051A).

Please take a few moments to read through the information contained within this handbook to familiarise yourself with CAPSTONE's policies and procedures.

If you have questions or need our support, please do not hesitate to speak to any of our friendly staff.

Thank you,

TEAM CAPSTONE

Contacting CAPSTONE

Our Location

Levels 5, 565 George St

SYDNEY NSW 2000

Reception Hours

Monday - Friday:	9:00am - 5:30pm
Saturdays:	closed
Sundays:	closed

Contacting Us

Telephone:	(02) 9261 5616
Email:	info@CAPSTONE.edu.au
Website:	www.CAPSTONE.edu.au

About CAPSTONE

CAPSTONE welcomes students worldwide seeking a rewarding educational experience and a taste of the Australian lifestyle.

We focus on delivering a quality educational experience while preparing our clients for a rewarding career.

We engage with the industry to ensure our course content is current and meets the needs of evolving workplaces. Our dedicated Trainers and Assessors provide you with up-to-date knowledge and skills to succeed during and after your studies.

Our Location

CAPSTONE is in the heart of Sydney, located between two major train stations — Central and Town Hall — and directly opposite Sydney's famous World Square retail and comer CAPSTONE complex. We are a short walk to Darling Harbour and surrounded by food outlets and entertainment options.
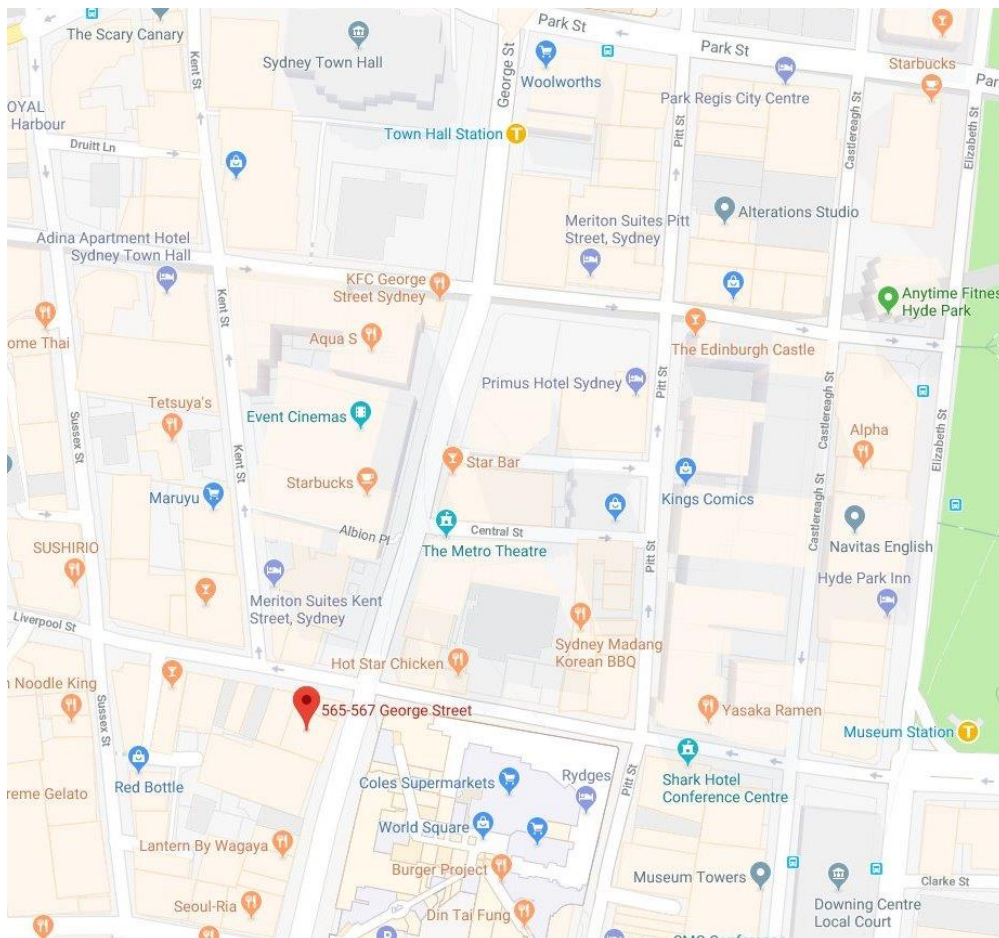
Important Information

Who to speak to if you need assistance?

Studying in a new location, particularly in a new country, can be challenging. We understand this as many of our staff have been through the same experience. Let us know if you have a problem or need to talk to someone.

At any time, if you have a problem or require support, please see the staff at our Reception Desk. They are the first point of contact and help you to find the best person to support you.

Who can I talk to?	You can contact them:
Trainers and Assessors	If you have assessment related enquiries To get feedback on assessment activities To get information on assessment and training schedules To know about training and assessment outcomes If you have attendance related queries
Student Services Team	If you have general enquiries To notify your change of address If you require first aid while on campus If you have qualification/certificate issuance enquiries To apply for leave or course variations. For payments and related enquiries If you need to lodge complaint or appeal If you have health cover (OSHC) enquiries
Academic Support Team	If you have course related enquiries If you have timetable enquiries For reassessment related enquiries and support For course progress and re-enrolments related support For resource related enquiries For general academic support

Your student ID card

Your student ID card will be issued in the first week of your course. Always keep it with you.

Discounts available to students

Many local businesses offer discounts to students. You will need to provide your identification card to take advantage of these.

Replacing a lost or damaged card

Please ensure you take care of your Student ID card. Should you require a replacement card please see the Student Services Team at our Reception Desk. A fee of $10 applies to replace a card.

Critical Incidents

CAPSTONE recognises the duty of care owed to its students and understands that planning to manage a critical incident is essential. Students must report all incidents and hazards to Student Services Team as soon as possible.

On-Campus Incidents

If the incident happens within CAPSTONE's campus premises, staff, students or visitors involved or witnessing a critical incident should immediately contact the emergency services - fire, police or ambulance (000). Student Services Staff members are responsible for receiving work health and safety reports.

Off-Campus Incidents

Suppose the incident occurs outside CAPSTONE's campus premises. In that case, any student or staff involved in the incident must contact the Student Services Team or Managing Director and report the issue immediately. The numbers to contact are: (02) 9261 5616 or 0451 203 495.

Fee Payment Details

You must pay your course fees by the due dates in your Letter of Offer and Student Agreement. Please refer to the payment methods on the Letter of Offer and Student Agreement or the fee-due reminder emails.

CAPSTONE sends you fee due reminders CAPSTONE email when your fees are due. Please let us know if you change your email address or mobile telephone number so we can keep your details current.

Late Payment Penalty Fee

If CAPSTONE doesn't receive the payment by the due date, it will charge a progressive late payment penalty fee. The late payment penalty fee is automatically added to your account if you miss a payment by the due date. You will receive an email and SMS with the late payment penalty fee information.

The progressive late payment fee structure is as below:

Up to 7 days overdue $100

8 days to 14 days overdue   another $50

15 days to 21 days overdue   another $50

22 days to 28 days overdue   another $50

Maximum late payment penalty fee will be capped at $250

Please refer to the below chart to understand the late payment penalty fee structure:

PROGRESSIVE LATE FEE

up to 7 days overdue — $100
— extra $ 50 applied

8 to 14 days — $150
— extra $ 50 applied

15 to 21 days — $200
— extra $ 50 applied

22 to 28 days — $250
— Maximum late payment fee will be capped at $250

Overdue Fees

Students with fees over two (2) days overdue risk having their enrolment cancelled. Students with outstanding fees will be:

- excluded from classes and assessments.
- have their documents withheld; and
- suspended from the computer network and e-Learning portal.

Financial Hardship

If you are experiencing difficulties paying your fees as they fall due, it is important to come and talk to us in person as soon as possible. We can arrange a payment plan for short-term financial hardship in certain limited circumstances. To access this support, you must provide evidence showing genuine short-term financial hardship caused by compassionate and compelling circumstances beyond your control.

Updating your Contact Information

CAPSTONE must hold your current contact information on file. Your student visa requires you to notify us of the contact details change within seven (7) days.

Please ensure that the mobile telephone number and email address on file are always correct. You must notify CAPSTONE of any change in your contact details during your course of study within seven (7) days. To update your details, please see Student Services Team.

We will email you every six (6) months to verify your contact details.

CAMPUS FACILITIES

Entering and Leaving the Campus

You can enter the campus CAPSTONE the ground floor of 565 George St, Sydney.

You can access levels 4 & 5 using any of the two lifts available on the ground floor. Exits are available CAPSTONE the two lifts or the main stairwell next to the lifts. The stairs lead directly to the foyer, so please exit CAPSTONE the front of the building onto George Street.

Emergency Facilities

In an emergency, you mustn't use the lifts to exit. There are two sets of fire stairs for leaving the building. The first, between the two lifts, will allow an emergency exit onto either George St via the foyer or Liverpool St via the rear laneway. You can find the second set of fire stairs next to the entrance of Classroom 5 on Level 5 and through Classroom 6 on Level 4, and it leads directly onto George Street.

Once you have exited the building in an emergency, you must report to your trainer at the building's meeting point on the corner of George and Goulburn Streets to get marked on the roll sheet.

There is a floor plan showing emergency exit points and the meeting point at the back of this Student Handbook, and there are copies conveniently located around the campus.

Dining Facilities

There is a variety of food outlets in and around the building. Level 2 has a Chinese restaurant. The building also hosts a sports bar and a separate lounge at Level 3, serviced by the City of Sydney RSL Club.

Please be advised that you must sign in at RSL Reception located on the ground level before you can use the club's facilities unless you are an RSL member.

Wi-Fi Access

A campus-wide Wi-Fi hotspot is available for all students. It requires a password to connect. Please see Student Services Team at the Reception Desk if you need to use CAPSTONE's Wi-Fi network.

Student Kitchen Facilities

CAPSTONE provides a kitchenette facility on both campus levels for your convenience. Please ensure you clean up kitchen resources after use. Please immediately report any accidents or hazards to the Student Services Team at the Reception Desk.

YOUR STUDIES

Recognition of Prior Learning and Credit Transfer Policy and Procedure

Policy Statement

CAPSTONE offers all students credit transfer (CT) and recognition of prior learning (RPL). It informs intending students of the availability of CT and RPL before enrolment CAPSTONE pre-enrolment information materials.

Definitions

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to

determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

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

(source: Standards for RTOs 2015)

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement. *(source: Standards for RTOs 2015)*

Registrar has the meaning given in the *Student Identifiers Act 2014 (source Standards for RTOs 2015)*

Assessing Credit Transfer Requests

- Students can apply for credit transfer for their previously completed units from nationally recognised training from a registered training organisation. Evidence of prior studies will include a formal qualification and academic transcript, a statement of attainment issued by a registered training organisation or authenticated VET transcripts issued by the Registrar.
- CAPSTONE verifies certification documents in the following ways:
  - Confirm that the issuing organisation is a Registered Training Organisation and has the qualifications on scope, as evidenced by an entry in the training.gov.au website; or
  - Verify the document by contacting the issuing RTO or using the providers' electronic verification tools if necessary. This verification step will be taken with the student's permission, as indicated in the enrolment agreement.
- Students must complete the *Application for Credit Transfer Form* to commence the credit transfer process.
- The Admissions Team submits completed forms and supporting documents to the Authorised Academic Officer for assessment.
- Upon receiving the credit transfer request, the Authorised Academic Officer:
  - assesses the application within ten (10) working days.

- notifies students of the fees (if any) required by the issuing registered training organisation for verification.
    - o prepares a Credit Transfer Review Outcome for the student's signing.
- Upon receiving the signed credit transfer outcome letter from the student, the Authorised Academic Officer:
    - o Updates the credit transfer outcome records in the student management system.
    - o Retains the signed copies of the outcome letters in student files and the student management system (for a minimum of two years after the student ceases to be an accepted student).
    - o Informs the Admissions Team to modify the enrolment duration.

Assessing Recognition of Prior Learning Requests

- Students can apply for recognition of prior learning using the *Application for Enrolment* if they believe they have existing skills and knowledge related to one or more units of the course they wish to enrol.
- Students must provide the originals of any supporting documentation they rely on as evidence.
- Upon receiving the supporting evidence, the Authorised Academic Officer:
    - o Makes copies of the original documents.
    - o Verifies the evidence documents.
    - o Notifies students of the fees (if any) required by the issuing registered training organisation for verification; and
    - o Provides the supporting documents to a qualified assessor.
- The Assessor reviews the evidence provided and arranges an interview with the student. Currently, the Assessor explains to the student if they need to submit evidence or complete any assessment activities.
- Upon reviewing further evidence, the Assessor submits the RPL Review Outcome to the Authorised Academic Officer.
- Upon receiving the signed acceptance of the RPL outcome from the student, the Authorised Academic Officer:
    - o Updates the credit transfer outcome records in the student management system;
    - o Retains the signed copies of the outcome letters in student files and the student management system (for a minimum of two years after the student ceases to be an accepted student); and
    - o Informs the Admissions Team to modify the enrolment duration.

Assessments

Policy Statement

CAPSTONE will ensure that:

- Its course outlines inform the methods of assessments.
- It has appropriate assessment tools and instruments to manage the assessment process.
- Its assessments, including Recognition of Prior Learning, meet the requirements of the relevant training package and are conducted following clause 1.8 of the Standards for RTOs 2015.
- All assessment tools and instruments have a benchmark/marking guide to provide consistency for trainers and assessors making judgements for assessment outcomes.

Trainers and assessors provide information about assessment requirements and due dates during the first session of each unit.

Students must complete assessments by the set due dates.

The PEO (or their delegate) is responsible for approving requests for extensions beyond the due dates.

Definitions

Australian Qualifications Framework (AQF) – Assessment Definition

Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

Standards for Registered Training Organisations 2015 - **Assessment Definition**

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence.

Assessors are persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16 of the *Standards for RTOs 2015.*

Trainers are persons who provide training in accordance with Clause 1.13, 1.14 and1.16 of the *Standards for RTOs 2015.*

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/ies of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a)   formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree).

b)   non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

c)   informal learning refers to learning that results through experience of work-related, so CAPSTONE, family, hobby, or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Source: Standards for RTOs 2015

Assessment Methods

CAPSTONE uses the following methods of assessment.

Method	Explanation
Questioning (Short answer questions)	Students will be assessed through the questioning method using short answer questions that assess the unit's knowledge requirements.
Observation (Demonstration/ Roleplay / Presentation)	Students will be assessed through observation methods by the assessor when they: • Demonstrate practical or work-related tasks in a simulated or actual work environment. • Participate in roleplays in a simulated work environment to adopt and act out the role of characters or parts that may have personalities, motivations, and backgrounds different from their own.

	• Deliver presentations to their peer group.
Product or process (Portfolio)	Students will be assessed through the evaluation by the assessors of the portfolio of evidence produced either independently or collaboratively.

Assessment Documents

The following documents are used in assessment process:

Assessment Manual	This document contains information and instructions relating to assessment tasks. Students use this document to complete assessment tasks.
Appendices and Templates	These are supporting documents with information on assessment context and scenario and include templates typically used in workplaces.
Marking Guide	This guide includes benchmark responses and guidelines for assessment tasks. Assessors use this guide during the assessment process.
UoC Outcome Record & Marking Checklist	Assessors use these recording tools to record assessment decisions.
Unit Assessment Mapping	This document shows the assessment tasks' mapping to the unit of competency requirements.

Absents, extensions and late submissions of Assessment.

Students absent from assessments or failing to submit required evidence by the due date will receive a 'Not Competent' result.

Students must submit their assessment work CAPSTONE Moodle platform by the assessment submission cut-off date. Only the PEO (or their delegate) can grant extensions to assessment submissions beyond the cut-off dates.

If any student requests for late submission beyond the approved extension, the assessor must refer the request to the PEO (or their delegate).

Reasonable Adjustments

CAPSTONE will make reasonable adjustments necessary to ensure students can participate and have equal opportunity to complete assessments.

CAPSTONE provides information on reasonable adjustments to Trainers and Assessors through training and assessment strategy documents and during induction.

Trainers and Assessors use the Marking Checklists to record any reasonable assessment to strategies or tasks.

Assessment Results

Students must complete all the required assessment tasks satisfactorily to receive a 'Competent' result for the assessed unit.

Students will receive 'Not Competent' for the following actions:

- Demonstrated unsatisfactory performance in any of the assessment tasks.
- Failed to submit required assessment evidence by the required due date.
- Engaged in the acts of cheating or plagiarising.
- Absent from assessments.

Feedback to Students

Trainers and Assessors provide regular feedback to students on their performance throughout the assessment process and record it in interim feedback reports.

Recordkeeping of Assessment Outcomes and Evidence

Trainers and Assessors use Marking Checklists and UoC Outcome Record sheets to record the assessment and unit outcomes.

Trainers and Assessors submit completed assessment evidence along with the feedback reports and recording sheets to the PEO (or their delegate) for checking and recording results in the Student Management System.

CAPSTONE retains the assessment outcomes and evidence per ASQA's Guide -Retention requirements for completed student assessment items and relevant legislative requirements.

Notifying students of an unsuccessful (not competent) outcome of assessment

The PEO (or their delegate) sends out the 'Not Competent' notification emails to students after the results entry process. The email will inform students to meet with the Academic Team to discuss their options: appeal or re-assessment.

Appealing against Assessment Results

Students have the right to appeal the outcome following the Complaints and Appeals Policy and Procedure.

Reassessment Process

The Academic Team provides information on the reassessment process to students if they request it.

The first reassessment attempt is free of charge for students if their attendance for the requested unit is 50% or more.

Certification Issuance

Purpose

CAPSTONE issues:

- A testamur and a transcript of results to students who have completed all units in a qualification.
- A statement of attainment to a student who has completed one or more units (but not a full qualification)
- Certification documentation within 30 calendar days of the course finish date, provided the student has no outstanding fees
- Certification documents to the student and not to any other party unless authorised by the student.

Definitions

Certification documents are the official CAPSTONE documents that confirms that an Australian Qualifications Framework (AQF) qualification (testamur and record/transcript of results) or statement of attainment has been issued to an individual.

A testamur is official CAPSTONE certification document, issued by CAPSTONE as an authorised issuing organisation, that confirms that a qualification has been awarded to an individual.

A transcript of results is a printed record of the units accompanying the testamur.

A statement of attainment is issued when the requirements for a full qualification have not been met, but that one or more units of competency from an accredited qualification have been achieved.

An interim transcript of results can be issued upon request, at any time during the course and is a progressive record of the units a student has studied to date, and it includes both competent and not competent units.

Issuance Procedure

The Authorised Academic Officer generates the *Finishers Report* from the Student Management System for each finishing period (usually at the end of a study block) and initiates the issuance process for finishing students.

Students requesting a replacement or re-issue of a certificate must complete the *Certificate Replacement-Reissuance Request Form*.

Students must acknowledge the pickup by signing the Certificate Request Form or the Certificate Replacement-Reissuance Request Form.

Students who cannot pick up their certificates can authorise someone to pick them up. In this case, students must complete a Certificate Pickup Authorisation Form.

All training and assessment will be conducted by Cachet Training Pty Ltd trading as CAPSTONE, who is responsible for the quality of the training and assessment in compliance with Standards for Registered Training Organisations 2015 and for the issuance of Australian Qualification Framework (AQF) certification documentation.

IT Facilities and Printing Facilities on campus

CAPSTONE provides computers and Chromebooks to students to access the Internet and additional learning resources to help them with their studies. Before being granted access to campus IT and printing facilities, you must accept and acknowledge your acceptance to abide by our IT Faculties and Internet Usage Policy. The policy will be made available to you at the orientation session.

Library Facilities

Whilst we provide learning materials such as learner guides, PowerPoint presentations, and video materials, you may get access to additional library material to help with the studies.

The City of Sydney has library branches across Sydney
https://www.cityofsydney.nsw.gov.au/libraries/

The libraries are free to use, and the City of Sydney welcomes international students as members while they reside in New South Wales. Membership is free.

STUDENT RESPONSIBILITIES

Attendance

You must attend all your scheduled classes to maintain satisfactory course progress. You will miss important information and assessment events if you do not attend classes regularly.

You must complete training and learning activities before the assessment to achieve the required competencies.

Overseas students on student visas must:

- Study full-time (20 scheduled course contact hours per week) and complete all training, learning and assessment activities to complete their course successfully within the course duration specified in your Confirmation of Enrolment (CoE).
- Participate in all scheduled classes following the course timetables and complete all required assessments to make satisfactory course progress in complying with the student visa conditions.
- Maintain full-time enrolment to comply with the student visa conditions to avoid cancellation of student visa by the Immigration Department.

If you require a period of approved leave due to extended illness or other exceptional circumstances, you should contact the Student Services Team to request approved leave. Please note that if you are absent, even with a medical certificate, your attendance will continue to fall unless you are on approved leave.

Punctuality

Please arrive on time for your class and return immediately after breaks. If you arrive at most 15 minutes after the scheduled class start time, you may be marked absent for part of the class.

Student Visa Requirements

Overseas students on student visas must comply with the student visa requirements. As an education provider, CAPSTONE must report students failing to comply with their student visa conditions to the Immigration Department.

Discrimination and Harassment

The Australian laws protect you from discrimination and harassment based on your gender, pregnancy, marital, race or religion, disability, age or sexuality. If you feel someone within CAPSTONE has discriminated against you, please report it using our Complaints and Appeals process. All investigations will be treated as confidential unless you request otherwise.

You may contact the Anti-Discrimination Board of New South Wales if you are unhappy with the resolution provided by CAPSTONE.

Health and Safety

CAPSTONE is committed to implementing the Work Health and Safety Act 2011. Everyone in the CAPSTONE community, including all students, staff, trainers, and assessors, is responsible for ensuring a safe and healthy environment.

Drugs and Alcohol

CAPSTONE has a zero-tolerance policy for alcohol and drugs on campus.

CAPSTONE will ask students suspected of or displaying signs of being under the influence of alcohol or drugs to leave the premises. A counselling session will occur between the student and a senior staff member. Repeated misconduct may result in the cancellation of the student's enrolment.

ACCOMMODATION

There are three main types of accommodation for international students in Sydney.

- Purpose-built student accommodation
- Private rentals or shared accommodation
- Homestay

Homestay is a great way to live as part of an Australian family. We can arrange for you to live with a Homestay family during your time in Australia. Please let us know at the time of your enrolment.

For more information on accommodation, please visit the Study NSW website - https://www.study.nsw.gov.au/live/types-of-accommodation

Orientation Session

You must attend the student orientation session to receive critical information and complete registration. You will receive an orientation email at least a week before the session.

Counselling

CAPSTONE can support you on a wide range of issues, including:

- Accommodation and homestay
- Academic progress and further study opportunities
- Meeting your visa requirements
- Finding legal, health and medical services
- External counselling services for mediation and mental health issues
- Please see our Student Services Team at the Reception Desk to book an appointment.

English and Academic Support

If you find your studies too difficult or need help with English in the classroom, it is important to let us know as soon as possible so we can help you. Please make an appointment at the Reception Desk to speak with one of our staff members about your options.

It may be possible to defer your studies to do an intensive English course, re-attempt an assessment you didn't successfully complete, or re-enrol in classes you may have struggled in.

Please let us know after your orientation session if you have any special needs that will help during your time with us. Alternatively, please speak with our Student Support Team by making an appointment at the Reception Desk.

Healthcare providers

If you are on a student visa, you must hold an approved Overseas Student Health Cover (OSHC) policy for the entire duration of your stay in Australia.

In Australia, you usually visit a General Practitioner (GP) for most non-life-threatening medical conditions. GPs are doctors who work in medical centres across Sydney. Some medical centres offer 24-hour support.

You should go directly to a hospital for assessment and treatment in emergencies.

Other support providers

The following are not affiliated with CAPSTONE but may be helpful to know while you are completing your studies.

Emergencies

In the event of an emergency call 000 (zero-zero-zero) from any telephone. This emergency line will put you through to Police, the Fire Brigade or the Ambulance service.

Lifeline

Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Call 13 11 14 for Lifeline.

Legal

Legal Aid NSW provides free legal advice via the Law Access NSW help line on 1300 888 529.

Workplace

For information about pay and work conditions for international students see

https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students.

If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help, via www.fairwork.gov.au or by calling the Fair Work Ombudsman Help Line on 13 13 94.