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# **Pre-Enrolment Information Guide Vocational Education and Training (VET)**

## **2026**

**CRICOS Provider Code: 02599C**

**RTO: 90982**

## Table of Contents

<b>CRICOS Provider Code: 02599C</b> .....	<b>1</b>
<b>RTO: 90982</b> .....	<b>1</b>
<b><i>ABOUT THE KING'S OWN INTERNATIONAL COLLEGE (KOIC)</i></b> .....	<b>4</b>
<b>Introduction</b> .....	<b>4</b>
<b><i>COURSE INFORMATION</i></b> .....	<b>5</b>
<b>Course Overviews</b> .....	<b>5</b>
BSB20120 Certificate II in Workplace Skills .....	5
BSB30120 Certificate III in Business .....	5
BSB40320 Certificate IV in Entrepreneurship and New Business .....	6
BSB40820 Certificate IV in Marketing and Communication .....	7
BSB50620 Diploma of Marketing and Communication.....	8
BSB50420 Diploma of Leadership and Management .....	8
BSB60420 Advanced Diploma of Leadership and Management .....	9
<b>Delivery Mode</b> .....	<b>10</b>
<b>Academic Calendar</b> .....	<b>10</b>
<b>Assessment Procedures</b> .....	<b>10</b>
<b>Attendance</b> .....	<b>11</b>
<b>Course Progression</b> .....	<b>12</b>
<b>Training Product Changes and Transition</b> .....	<b>12</b>
<b>Certification</b> .....	<b>12</b>
<b>Learning Outcomes and Pathway Options</b> .....	<b>13</b>
<b><i>ENROLMENT INFORMATION</i></b> .....	<b>13</b>
<b>VET Entry Requirements</b> .....	<b>13</b>
<b>Enrolment Procedure</b> .....	<b>14</b>
<b>Unique Student Identifier</b> .....	<b>15</b>
<b>Recognition of Prior Learning (RPL)</b> .....	<b>15</b>
<b>Course Credit (CT)</b> .....	<b>15</b>
<b>Conditions of Enrolment (Student Code of Conduct)</b> .....	<b>16</b>

<b>Course Deferral, Suspension or Cancellation.....</b>	<b>17</b>
<b><i>COURSE FEE INFORMATION.....</i></b>	<b>17</b>
Payment of Fees .....	17
Refund Policy .....	18
Scenario .....	18
Refund Amount .....	18
<b><i>TRANSFER BETWEEN REGISTERED PROVIDERS .....</i></b>	<b>20</b>
<b><i>STUDENT SUPPORT SERVICES .....</i></b>	<b>21</b>
<b>VET Orientation.....</b>	<b>21</b>
<b>Learner Success Support.....</b>	<b>22</b>
<b>Student Support Services.....</b>	<b>22</b>
<b>Support for International Students.....</b>	<b>22</b>
Visa Requirements .....	23
Overseas Student Health Cover (OSHC) .....	23
Accommodation and Living Costs .....	23
Cultural Adaptation.....	23
<b>Bullying, Discrimination and Harassment .....</b>	<b>24</b>
<b>Cultural Safety .....</b>	<b>24</b>
<b>Complaints and Appeals .....</b>	<b>24</b>
<b><i>CAMPUS FACILITIES.....</i></b>	<b>25</b>
<b><i>Key Contact Details .....</i></b>	<b>26</b>

## ABOUT THE KING'S OWN INTERNATIONAL COLLEGE (KOIC)

### Introduction

Welcome to the King's Own International College (KOIC)! Embarking on your studies with us is the first step toward achieving your personal and professional aspirations. At KOIC, we are dedicated to providing a supportive, inclusive, and high-quality learning environment where students can excel both academically and personally. Our nationally recognised Vocational Education and Training (VET) programs are carefully designed to equip you with practical skills, industry-relevant knowledge, and clear pathways to successful careers.

This Pre-Enrolment Information Guide has been prepared to help you make an informed choice about your studies at KOIC. Inside, you'll find detailed information about our courses, entry requirements, fees, and the extensive support services available to enhance your learning experience. Whether you are a domestic or international student, we are here to help you reach your goals with integrity, professionalism, and respect.

KOIC is registered with the Australian Skills Quality Authority (ASQA), and all of our VET courses are aligned with the Australian Qualifications Framework (AQF), ensuring the highest standards of education.

We look forward to welcoming you to KOIC and supporting you as you take the next steps in your journey to success.

## COURSE INFORMATION

The King's Own International College (KOIC) offers...

1. **BSB20120 Certificate II in Workplace Skills**
2. **BSB30120 Certificate III in Business**
3. **BSB40320 Certificate IV in Entrepreneurship and New Business**
4. **BSB40820 Certificate IV in Marketing and Communication**
5. **BSB50620 Diploma of Marketing and Communication**
6. **BSB50420 Diploma of Leadership and Management**
7. **BSB60420 Advanced Diploma of Leadership and Management**

### Course Overviews

## **BSB20120 Certificate II in Workplace Skills**

Duration: 12 months

This entry-level qualification is not only nationally accredited but is a fun mix of foundational skills. If you're considering a job in business services or administration, this is for you. As you progress, you will carry out a range of procedural, clerical, administrative and operational tasks that require self-management and basic technology. This is a great place to start if you're preparing to begin your working life.

Qualification Description ([training.gov.au](http://training.gov.au))

This qualification represents the role of individuals in entry-level Business Services positions or those preparing to enter the workforce by developing essential skills. It equips individuals to perform basic procedural, clerical, administrative, or operational tasks requiring self-management, technology skills, and fundamental operational knowledge in a defined context, typically under direct supervision.

English Language requirements:

IELTS overall 5.0 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 5.0 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

## **BSB30120 Certificate III in Business**

Duration: 18 months

This qualification will suit you if you have a strong interest in a career in business administration but have limited experience in the field. You may be someone who has completed Year 12 and wants to undertake a role where you can have the opportunity to gain a variety of useful business skills.

Qualification Description ([training.gov.au](http://training.gov.au))

This qualification reflects the role of individuals in various Business Services job roles, where they are likely establishing their work performance. These individuals perform routine procedural, clerical, administrative, or operational tasks requiring technology and business skills. They apply a broad range of competencies with some discretion, judgment, and theoretical knowledge and may also provide technical advice and support to a team.

English Language requirements:

IELTS overall 5.5 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 5.5 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

## **BSB40320 Certificate IV in Entrepreneurship and New Business**

Duration: 12 months

One idea is all you need to start making things happen; take the guesswork out of launching your business venture and turn your big idea into a viable success. With KOIC's BSB40320 Certificate IV in Entrepreneurship and New Business under your belt, you'll gain a strong set of skills across all the key areas of business management. This course has been designed for entrepreneurs and small business owners in order to provide foundational skills across key areas, including small business strategic planning, financial management, marketing, and operations. If you're looking to launch a new small business or venture, or want to learn the skills to help make your existing business a success, then this course has been designed for you.

#### Qualification Description ([training.gov.au](http://training.gov.au))

This qualification reflects the role of individuals establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

These individuals use well developed skills and a broad knowledge base to solve a range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others and have responsibility for the output of others.

#### English Language requirements:

IELTS overall 5.5 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 5.5 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

### **BSB40820 Certificate IV in Marketing and Communication**

#### Duration: 12 months

This course is suitable for those who want to develop their Marketing and Communication skillset and expand upon their knowledge base in a wide variety of contexts. You will develop a range of specialist marketing skills as well as other generic business skills that will allow you to function effectively in a Marketing industry setting. Individuals in these roles apply their expertise to a defined range of erratic problems and use their superior evaluation skills to make strategic decisions.

#### Qualification Description ([training.gov.au](http://training.gov.au))

This qualification reflects the role of individuals with well-developed marketing and communication skills and a broad knowledge base, applicable in diverse contexts. It is suited for those in full-time marketing roles or individuals managing an organisation's marketing alongside other responsibilities. These individuals apply solutions to a range of unpredictable problems and analyse and evaluate information from various sources.

#### English Language requirements:

IELTS overall 5.5 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 5.5 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

## **BSB50620 Diploma of Marketing and Communication**

Duration: 24 months

This qualification is suited for individuals who have a sound knowledge base in Marketing and Communications and are seeking to develop the skills and knowledge to manage a team conducting marketing campaigns. This course offers a practical understanding of marketing communication planning, marketing audit, financial management and customer relationship management. Typically, they would have the responsibility of managing the work of other staff and

be able to lead teams effectively.

### Qualification Description ([training.gov.au](http://training.gov.au))

This qualification reflects the role of individuals with a solid theoretical knowledge base in marketing and communication, demonstrating skills to effectively manage functions within an organisation or business area. These individuals often lead teams, oversee the work of other staff, and may work in full-time marketing roles or handle an organisation's marketing alongside other responsibilities.

### English Language requirements:

IELTS overall 6.0 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 6.0 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

### Pre-requisites

To enrol in this course, candidates must have either successfully completed the BSB40820 **Certificate IV in Marketing and Communication** or have **2 years equivalent full-time relevant work experience**.

Additionally, applicants may have previously completed the following units:

- BSBCMM411 – Make presentations
- BSBCRT412 – Articulate, present and debate ideas
- BSBMKG433 – Undertake marketing activities
- BSBMKG435 – Analyse consumer behaviour
- BSBMKG439 – Develop and apply knowledge of communications industry
- BSBWRT411 – Write complex documents

## **BSB50420 Diploma of Leadership and Management**

Duration: 24 months

This qualification prepares individuals for a team leadership and supervisory role in a wide range of organisational and industry contexts. BSB50420 Diploma of Leadership and Management serves as a valuable qualification for individuals looking to further their decision making, problem-solving, relationship building and team management skills. You will specifically learn about organising and monitoring team output, risk management, operational planning, communication and much more! The knowledge and skills obtained from this qualification will improve personal and professional development and enhance your ability to coordinate daily workplace operations through complex team projects.

#### Qualification Description ([training.gov.au](http://training.gov.au))

This qualification reflects the role of individuals who apply knowledge, practical skills, and experience in leadership and management across various enterprise and industry contexts. These individuals demonstrate initiative and judgment in planning, organising, and managing their own workload as well as that of others. They use strong communication skills to support individuals and teams in achieving organisational goals and may plan, design, and evaluate solutions to unpredictable problems while analysing and synthesising information from diverse sources.

#### English Language requirements:

IELTS overall 6.0 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 6.0 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

### **BSB60420 Advanced Diploma of Leadership and Management**

#### Duration: 24 months

The Advanced Diploma of Leadership and Management qualification is ideal for those individuals seeking to build on current skills gained through work experiences, gaining an academic insight into core leadership and management disciplines including critical thinking, business plan implementation, continuous improvement and other leadership and management disciplines. The course caters to those who have completed previous qualifications in leadership and management or have relevant work experience in a leadership and management role. This course is ideal for business owners, team leaders, senior managers or divisional managers.

#### Qualification Description ([training.gov.au](http://training.gov.au))

This qualification reflects the role of individuals who apply specialised knowledge and skills, combined with leadership and management experience, across diverse enterprise and industry contexts. These individuals demonstrate initiative and judgment in planning and executing leadership and management functions, taking accountability for personal and team outcomes within broad parameters. They utilise cognitive and communication skills to analyse, synthesise, and share information, and employ creative and conceptual skills to express ideas, perspectives, or address complex problems.

#### English Language requirements:

IELTS overall 6.0 (or equivalent) or a minimum Year 12 Certificate (or equivalent).

Applicants who cannot provide both IELTS overall 6.0 (or equivalent) or a minimum of a Year 12 will be required to undertake a Language, Literacy, Numeracy assessment and Digital (LLND) prior to receiving an offer.

## Delivery Mode

All VET courses are delivered on-site at KOIC's Sydney Campus in Sydney, located at **Level 7, 11-17 York Street, Sydney NSW 2000** or **online** through weekly Zoom/Microsoft Teams classes.

## Academic Calendar

KOIC's Academic Calendar outlines key study periods, term dates, public holidays, and scheduled term breaks for the year. It is designed to help students plan their studies, assessments, and personal commitments in advance. Course commencement dates, including weekly intakes for ELICOS programs (GE, EAP and IELTS), operate in accordance with the published calendar. Students are encouraged to review the Academic Calendar regularly, as dates may vary by course and delivery mode. The 2026 Academic Calendar is available on the KOIC website.

## Assessment Procedures

KOIC follows rigorous assessment procedures to ensure that student performance is measured against the required competencies in accordance with the Standards for Registered Training Organisations (RTOs) 2025. Assessments are designed to be fair, valid, reliable, and flexible, providing students with the opportunity to demonstrate their skills and knowledge in alignment with industry expectations and qualification requirements.

## Assessment Process

KOIC uses a variety of assessment methods to evaluate student competency, including:

- Written Assessments – Knowledge questions, reports, and case studies.
- Practical Demonstrations – Hands-on tasks, role-plays, or simulations.
- Projects and Portfolios – Collection of work demonstrating skills.
- Workplace Assessments – Direct observations in a work setting (where applicable).
- Interviews and Presentations – Oral assessments to confirm understanding.

Assessments are conducted formatively and summatively throughout the course to ensure students are progressing towards competency. Students must complete and submit all required assessments within the prescribed deadlines. Feedback is provided on all submissions to guide students on their performance and areas for improvement.

## Assessment Moderation and Validation

KOIC ensures the quality and consistency of its assessments through regular moderation and validation in compliance with the Standards for RTOs 2025.

- Moderation is an ongoing process where assessors review completed assessments before final results are issued to ensure fairness and consistency in grading. Moderation sessions involve assessors cross-checking assessment decisions to ensure alignment with competency requirements.
- Validation is a systematic process where assessors and industry experts review assessment tools and processes to ensure they remain current, reliable, and industry-aligned. This is conducted at least once per training product within the RTO's five-year validation plan, with the first review occurring within the first 12 months of the course being delivered.

## Reassessment and Appeals

Students who are deemed Not Yet Competent (NYC) are given opportunities for reassessment, with support from trainers to help improve their understanding. Students who wish to dispute an assessment result can appeal the decision following **KOIC's Complaints and Appeals Policy & Procedure**.

## Attendance

Attendance is a crucial requirement for Vocational Education and Training (VET) students at the King's Own International College (KOIC). Students are expected to **attend at least 80% of their scheduled classes and training sessions** to ensure academic success and meet course requirements. Attendance is recorded for each session and monitored regularly to identify students at risk of falling below the required threshold. Students with attendance below 85% will receive a warning and may be required to engage in an intervention strategy. If attendance falls below 80%, additional measures may be implemented, such as academic counselling or timetable adjustments.

**For international students, attendance is also a visa requirement under the Education Services for Overseas Students (ESOS) Act 2000.** If attendance remains unsatisfactory despite intervention, KOIC may issue an Intention to Report notice, allowing the student 20 business days to appeal before reporting the breach to the Department of Home Affairs (DHA) via PRISMS, which may impact their visa status.

## Course Progression

To successfully complete their studies, VET students at KOIC must maintain satisfactory course progress, defined as achieving competency in at least 50% of the units in a study period. Trainers and assessors monitor student progress throughout the course, and students who fail more than 50% of their units in a single study period will be identified as at risk and placed on an intervention strategy. This may include additional tutorials, reassessments, counselling, or academic support. If a student continues to show unsatisfactory progress across two consecutive study periods, they may receive an Intention to Report notice. International students who fail to meet course progression requirements may be reported to the DHA via PRISMS, which could impact their visa. KOIC is committed to supporting students in overcoming academic challenges and encourages them to seek assistance early if they are struggling with their studies.

## Training Product Changes and Transition

From time to time, nationally recognised qualifications and units may be updated or replaced to reflect changes in industry standards. If a qualification is superseded, deleted, or deemed not equivalent, KOIC will manage the

transition process in accordance with the *Standards for RTOs 2025*. This means you may be offered the opportunity to complete your current course within a “teach-out” period or be transitioned into a newer version. KOIC will notify you in writing and provide full support to minimise disruption to your studies, including guidance on credit transfer or recognition of prior learning where applicable.

## Certification

Upon successful completion of your Vocational Education and Training (VET) course at the King's Own International College (KOIC), you will be awarded a nationally recognised qualification or statement of attainment, aligned with the Australian Qualifications Framework (AQF). These certifications demonstrate your achievement of the required competencies and are valued by employers and educational institutions across Australia. KOIC ensures that all qualifications and certifications meet the rigorous standards set by the Australian Skills Quality Authority (ASQA), providing you with a credential that supports your career progression or further education goals.

## Learning Outcomes and Pathway Options

KOIC is committed to providing students with high-quality Vocational Education and Training (VET) programs that develop practical skills, industry knowledge, and career-ready competencies. Our Diploma and Advanced Diploma courses are designed to equip students with the expertise required to excel in their chosen fields while also offering opportunities for further education.

KOIC's VET Diploma and Advanced Diploma courses articulate into higher education programs offered by universities and other institutions across Australia. Through our pathway partnership with the King's Own Institute (KOI), students who complete an KOIC Diploma or Advanced Diploma may receive credit exemptions when progressing into relevant undergraduate degree programs at KOI. This articulation arrangement provides students with a seamless transition from vocational training to higher education, allowing them to save time and reduce costs while furthering their academic and career aspirations.

KOIC ensures that its programs are aligned with industry standards and higher education requirements, making them a strong foundation for students seeking to pursue bachelor's degrees in business, management, marketing, and related fields. Students interested in pathway opportunities can consult KOIC's Student Services for guidance on course articulation, credit transfers, and further study options.

## ENROLMENT INFORMATION

### VET Entry Requirements

To enrol in a Vocational Education and Training (VET) program at the King's Own International College (KOIC), students must meet specific academic and language proficiency requirements. Applicants must:

- Be at least 18 years old at the time of enrolment.
- Have successfully completed Year 12 or an equivalent qualification.
- International students must provide evidence of English language proficiency, with a minimum IELTS band score of 6.0 (or equivalent scores in TOEFL iBT: 60, PTE Academic: 50).
- Students who cannot provide evidence of their English proficiency or academic qualifications may be required to undertake an LLND (Language, Literacy, Numeracy and Digital) assessment to determine their suitability for the course.

- For specific courses, prerequisites may apply, such as completing a Certificate IV qualification before enrolling in a Diploma program.

KOIC also offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) options for students who have prior work experience or have completed previous studies in a relevant field.

## Enrolment Procedure

The enrolment process at KOIC is straightforward and transparent, ensuring that all students meet the necessary requirements before commencing their studies.

1. Read this VET Pre-Enrolment Information Guide to understand course details, entry requirements, and policies.
2. Choose the VET qualification that aligns with your career goals and academic background.
3. Download the **application form** from the KOIC website and fill it out accurately.
4. Send the completed application form along with supporting documents to [admin@koic.nsw.edu.au](mailto:admin@koic.nsw.edu.au). Required documents include:
  - a. Copy of passport (for international students)
  - b. Evidence of academic qualifications (e.g., Year 12 certificate, previous VET qualifications)
  - c. Proof of English proficiency (IELTS, TOEFL, PTE, or equivalent)
  - d. Unique Student Identifier (USI) (for onshore students)
5. KOIC's Student Services Officer (SSO) and Compliance Team will assess the application based on eligibility, academic background, and language proficiency. If additional documentation is required, applicants will be contacted.
6. If successful, applicants will receive a **Letter of Offer**, which includes:
  - e. Course details and start date
  - f. Tuition fees and payment schedule
  - g. Student rights and responsibilities
  - h. Refund and cancellation policies
7. Students must sign and return the **Written Agreement** and arrange payment of the **initial course deposit** as outlined in the invoice.
8. Once payment is received, international students will be issued an **electronic Confirmation of Enrolment (eCoE)** via PRISMS, which is required for their student visa application.
9. Students will receive a **welcome email** with details about their **orientation session**, study schedule, and access to learning resources. International students will also receive guidance on accommodation, transportation, and cultural adaptation in Australia.

## Unique Student Identifier

All students undertaking nationally recognised Vocational Education and Training (VET) in Australia are required to provide a **Unique Student Identifier (USI)** before they can be issued with a qualification or Statement of Attainment.

The USI is a government-issued reference number that gives students access to their training records and results through a secure online portal.

If you do not already have a USI, you can create one for free at [www.usi.gov.au](http://www.usi.gov.au). KOIC can also assist students in applying for a USI during the enrolment process.

Important: Students who do not provide a valid USI (or a government-approved exemption - <https://www.usi.gov.au/exemptions>) will not be issued with their certificate upon course completion, in accordance with the Student Identifiers Act 2014.

## Recognition of Prior Learning (RPL)

KOIC recognises that students may have gained relevant knowledge, skills, and experience through previous work, training, or life experiences. Recognition of Prior Learning (RPL) allows students to have these competencies formally assessed against the learning outcomes of their chosen qualification. Students can apply for RPL before or during their enrolment by submitting an RPL Application Form along with supporting evidence, such as work experience records, portfolios, prior certifications, or job references. Applications are assessed by a qualified assessor using the Principles of Assessment and Rules of Evidence, ensuring that the knowledge and skills demonstrated are valid, current, sufficient, and authentic. If approved, students may receive partial or full credit for units within their course, reducing the study duration required for completion.

## Course Credit (CT)

KOIC also offers Credit Transfer (CT) for students who have previously completed equivalent units of competency at another Registered Training Organisation (RTO). Students must submit a Credit Transfer Application Form along with certified copies of their academic transcripts or Statements of Attainment. If the completed units align with the current course requirements, students will receive automatic recognition for those units, eliminating the need to repeat coursework. Applications are assessed within 10 business days, and successful outcomes are recorded in the student's academic transcript.

For international students, any reduction in course duration due to RPL or Credit Transfer will be reported to the Department of Home Affairs (DHA) via PRISMS, as required under the ESOS Act 2000. Students must ensure they continue to meet full-time study requirements to maintain visa compliance.

KOIC encourages students to apply for RPL or Credit Transfer as early as possible to maximise their learning opportunities and streamline their pathway to course completion. For more information or to begin an application, students can contact KOIC's Student Services Team; [admin@koic.nsw.edu.au](mailto:admin@koic.nsw.edu.au)

## Conditions of Enrolment (Student Code of Conduct)

As a student of KOIC, you have the right to:

- Be treated with respect and fairness, free from discrimination or harassment, regardless of religious, cultural, racial, gender, sexual or socio-economic differences, age or disability.
- Study and work in a safe, clean and cooperative environment.
- Have your personal property, including student work and computer files, protected from misuse or damage.
- Learn in an environment free from intimidation, bullying or disruptive behaviour.
- Access support services, including academic assistance, counselling, language and literacy resources.
- Receive clear, timely information about course requirements, assessment criteria, and academic performance feedback.
- Resolve complaints and disputes fairly and without fear of retaliation.
- Express and share ideas, ask questions, and actively participate in the learning process.

With rights come responsibilities. KOIC students are expected to:

- Treat all members of the KOIC community, including students, staff and visitors with courtesy, respect and fairness. Refrain from discriminatory or harassing behaviour.
- Submit original work, acknowledge other's contributions, and avoid plagiarism, cheating, or other forms of academic misconduct.
- Comply with KOIC policies and procedures, including those related to bullying, harassment and sexual misconduct.
- Attend all scheduled classes and training sessions, participate fully in learning activities and submit assessments on time. Request extensions where necessary at least three days before the deadline.
- Avoid disruptive behaviour, and do not bring unauthorised substances or weapons onto campus.
- Respect and maintain KOIC property, facilities and equipment.
- Arrive on time to classes with necessary materials, ready to engage in the learning process.
- Fulfil payment obligations as outlined in your enrolment agreement.

## Course Deferral, Suspension or Cancellation

KOIC allows students enrolled in Vocational Education and Training (VET) courses to defer, suspend, or cancel their enrolment under specific conditions. These changes are permitted due to compassionate or compelling circumstances, student misconduct, or by student request, and must follow established procedures to ensure compliance with Australian regulatory frameworks such as the ESOS Act and National Code. Students can appeal any enrolment decision, and international students' enrolment changes are reported through PRISMS, which may affect visa status. KOIC provides transparent processes to safeguard students' rights while maintaining academic integrity and compliance with visa conditions.

## COURSE FEE INFORMATION

All course fees and charges are payable in Australian Dollars (AUD). Fees must be paid in full by the due date specified on the invoice and/or scheduled fee date. Late payment fees may apply.

A complete schedule of course fees and charges is available on the KOIC website.

\*Please note: All fees are subject to change and may be updated without prior notice.

### Payment of Fees

Students may pay tuition fees in full or in instalments as outlined in their Letter of Offer and Written Agreement.

Fee payment plans are given to all students. Once enrolment in a course has been confirmed, fees must be paid according to the payment plan. Each term's fee must be paid before the term commences and students will receive a reminder notice ten (10) days before the due date.

- KOIC will not collect more than \$1500 AUD of the student's total tuition fee for a course before the student begins the course unless the course has only one study period which is 24 weeks or less, in which case 100% of total tuition fees can be received.
- KOIC will not require any remaining fees earlier than two (2) weeks before the start of the student's second study period.
- A student may voluntarily pay earlier than two weeks but is not required to do so
- An exception to these two (2) weeks rule is if the fees are in relation to the first study period, or if it is a debt.
- After the first study period, KOIC has no restrictions on when or how much tuition fees it can collect. However, students are still responsible for ensuring timely payment of their fees as per the payment schedule agreed to in their written agreement.

A late payment penalty will apply if the tuition fees are late:

- \$100.00 AUD if paid within 7 days after the due date
- \$200.00 AUD if paid more than 7 days after the due date

If fees are unpaid fourteen (14) days or more after the due date, KOIC will inform the student in writing of its 'Intention to Report' for non-payment of fees to the Department of Home Affairs (DHA) via PRISMS.

A 10-day cooling-off period is offered from the time the student signs the Written Agreement and makes the initial payment. If the student withdraws during this period, a full refund of tuition fees will be provided, less the application fee.

## Refund Policy

Refunds are processed according to the terms specified in the student's Written Agreement. Refund eligibility is determined by the following scenarios:

Scenario	Refund Amount
Visa refused before course commencement	Refund calculated in accordance with the ESOS Act: Course fees paid minus the lesser of 5% of course fees or \$500 (less application fee).
Withdrawal > 28 days before course start	80% of tuition fees (less application fee)
Withdrawal < 28 days before course start	50% of tuition fees (less application fee)
Withdrawal after course commencement	No refund
Provider default	Refund of unused portions or transfer to another provider.

KOIC will issue refunds in advance of payment of tuition fees within 28 days before course commencement when:

- A student's visa application is rejected by the Department of Home Affairs (DHA), and the student does not commence the course or withdraws before the agreed starting day, the refund will be calculated in accordance with Section 47E of the ESOS Act and the associated legislative instrument. The refund amount will be the course fees paid, minus the lesser of:
  - 5% of the course fees received by the institute before the default day; or
  - \$500.

The official visa refusal letter from DHA must be provided as evidence to process the refund. This approach ensures compliance with the ESOS Act requirements.

- If you withdraw from your course 28 days or more prior to the commencement of your course (commencement of course is defined in this policy and procedure as the course start date as per the original Application Form submitted by the student or an agent and not subsequent enrolment changes to the starting date), 80% of your tuition fee will be refunded.
- If you withdraw from your course less than 28 days prior to the commencement of your course, 50% of your tuition fee will be refunded.
- If you applied for a visa extension and it was not granted by DHA; the unused tuition fees are refunded in full.
- If you are a current student and withdraw in writing 28 days or more prior to the commencement of the following term KOIC shall refund the unused tuition fees.

- If a student is provisionally enrolled, on condition of achieving evidence of acceptable English Language Proficiency, and the student cannot achieve the required level, all tuition fees and charges corresponding to the course will be refunded less a charge of \$300 AUD cancellation fee.

The King's Own International College (KOIC) will not issue refunds for:

- Application fees, and non-tuition fees such administrative / materials fees;
- If you withdraw from your course after the course has commenced;
- If you withdraw from your course not in accordance with your visa obligations and behaved not in good faith;
- Change in student's work hours;
- Inconvenience of travel to class;
- Moving interstate or overseas;
- Job changes or retrenchment;
- Students who leave before completing the course or qualification;
- If a student becomes a permanent resident of Australia during the program. No guarantees of university or other pathway places will apply to such students;
- If DHA has rejected your student visa application based on their finding that you have supplied fraudulent documents along with your student visa application.

Eligible refunds will be refunded within 28 days of receipt of written notification. KOIC will provide the student a statement that explains how the amount has been worked out.

Refunds will only be given to the person who paid the tuition fees. Refunds will be made in Australian Dollars to the account specified in the refund application

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer law applies.

KOIC is committed to transparency, fairness, and compliance in all financial dealings. For full details, refer to the **KOIC's Fees Management & Refund Policy and Procedure**.

## TRANSFER BETWEEN REGISTERED PROVIDERS

VET students at the King's Own International College (KOIC) are not permitted to transfer to another provider before completing six months of their principal course, except under specific conditions:

- The releasing provider issues a release letter in PRISMS

- The transfer meets certain circumstances as outlined in the National Code.

Transfers may be approved if:

- The original provider is unable to deliver the course
- The transfer is in the student's best interest, such as:
  - The course better meets their academic or language proficiency needs
  - Compassionate or compelling reasons exist (e.g., personal or medical reasons).
  - The student provides evidence of acceptance into a course at another provider.
  - The transfer aligns with the goals of the VET program (e.g., progression to further study).

KOIC ensures transfer requests are assessed fairly, considering academic progress, visa compliance, and student welfare. Transfers are not approved to avoid reporting for academic progress, fee payments, or attendance issues. Decisions, including approvals or refusals, are recorded in PRISMS, with students receiving a release letter if the transfer is granted.

## STUDENT SUPPORT SERVICES

### VET Orientation

Orientation for VET Students is mandatory and is conducted one week before the commencement of term and takes on the following format:

- registration
- introduction to cohort and Trainers
- PowerPoint presentation which explains all Policies and Procedures
- handing out of Student Handbook where students are guided on how to find information
- explanation of timetable
- course content and student needs
- course requirements
- explanation of KOIC's Learning Management System (LMS)
- demonstration of LMS and how to use password
- explanation of Certification
- tour of premises

### Learner Success Support

KOIC provides comprehensive support to ensure students successfully adapt to their learning environment and achieve their academic and career goals. This support includes:

- **Academic Skills Development**
  - Workshops on study skills, time management and LMS navigation
  - Tutoring and mentoring support for academic challenges
- **Personalised Learning Plans**

- o Development of individualised support strategies, including assistance for students with Language, Literacy, Numeracy and Digital (LLND) needs.
- **Career and Employment Guidance**
  - o Resume writing, interview preparation and job placement assistance.
  - o Industry insights and career pathway guidance tailored to student's vocational goals.
- **Well-being and Personal Support**
  - o Access to counselling services for mental health, stress management and personal challenges.
  - o Support for students managing work, family and study commitments.
  - o Inclusive Support for Diverse Cohorts
  - o Tailored assistance for international students, indigenous students, students with disabilities and those from disadvantaged backgrounds to ensure equity and inclusion.

## Student Support Services

KOIC is committed to creating an inclusive and supportive learning environment for all students. Support services include academic assistance such as one-on-one sessions and workshops on study strategies, essay writing, and research skills. For students with disabilities, mental health challenges, or special needs, reasonable adjustments are made, such as modified assessments, assistive technologies, or personalised learning plans. KOIC also offers mental health and well-being support, including access to in-house counselling, referrals to external services, and emergency crisis protocols. All students are encouraged to disclose their needs during enrolment or seek assistance at any time to access tailored support services.

## Support for International Students

KOIC provides dedicated support to help international students adapt to studying and living in Australia. Orientation sessions offer essential information on accommodation, public transport, and healthcare services. Targeted English Language Intensive Courses for Overseas Students (ELICOS) programs address language proficiency needs. International students also have access to academic and personal support services, including emergency contacts for health and legal issues and 24/7 helplines. KOIC ensures compliance with the ESOS Act to uphold international students' rights and provide a safe, supportive environment.

## Visa Requirements

International students must hold a valid student visa to study in Australia. KOIC provides guidance on visa application processes and ensures students understand the conditions they must meet, including:

- Maintaining full-time study: VET students must attend a minimum of 20 contact hours per week.
- Satisfactory attendance and progress: Students are required to maintain at least 80% attendance and meet course progress standards.
- Updated contact information: Students must notify KOIC of any changes to their residential address, phone number, or email within seven days.

## Overseas Student Health Cover (OSHC)

International students are required by the Australian government to have Overseas Student Health Cover (OSHC) for the duration of their student visa. OSHC covers essential medical expenses, including doctor visits, hospital care, and prescription medications. KOIC checks that students have valid OSHC during enrolment and assists in arranging OSHC through preferred providers to ensure compliance and peace of mind.

## Accommodation and Living Costs

KOIC can assist students in finding suitable accommodation, including homestay, student housing, or private rentals. The Australian government recommends a minimum of AUD \$29,710 per year for living expenses, excluding tuition fees. Typical costs include rent, utilities, food, transportation, and leisure activities. KOIC staff can provide budgeting tips to help manage these expenses effectively.

## Cultural Adaptation

KOIC fosters an inclusive environment that helps international students adjust to life in Australia. Support includes:

- Cultural Orientation: Information on Australian customs, societal norms, and communication styles to ease adaptation.
- Workshops and Social Events: Opportunities to practice English and build friendships.
- Counselling Services: Professional advice for students experiencing homesickness, culture shock, or other challenges.

This comprehensive support ensures international students feel prepared and supported throughout their academic journey.

## Bullying, Discrimination and Harassment

KOIC is committed to fostering a safe, inclusive, and respectful environment for all students, staff, and stakeholders. Bullying, discrimination, sexual harassment, and racism are strictly prohibited and will not be tolerated under any circumstances. KOIC ensures a zero-tolerance approach to these behaviours, in compliance with Australian anti-discrimination laws and regulatory standards. Any incidents or concerns should be reported promptly through KOIC's formal reporting mechanisms, which prioritise confidentiality and fairness. KOIC will respond to all allegations sensitively, ensuring that appropriate support, investigation, and disciplinary actions are undertaken to protect the well-being and dignity of everyone in its community.

## Cultural Safety

KOIC is committed to providing a culturally safe, respectful, and inclusive learning environment for all students, staff, and stakeholders. KOIC recognises and values the diverse cultural identities, languages, beliefs, and lived

experiences within its community, including Aboriginal and Torres Strait Islander peoples and students from culturally and linguistically diverse (CALD) backgrounds. KOIC takes a proactive approach to preventing cultural disrespect, discrimination, and racism, and embeds cultural safety principles across training, assessment, and student support services. Any cultural safety concerns can be raised through KOIC's formal reporting and support mechanisms, which prioritise confidentiality, fairness, and appropriate support to ensure the dignity, wellbeing, and equal participation of all students.

## Complaints and Appeals

The King's Own International College (KOIC) is committed to providing fair, transparent, and accessible processes for managing complaints and appeals. Students are encouraged to first attempt informal resolution of any concerns related to academic or non-academic matters.

If the issue cannot be resolved informally, a formal complaint or appeal may be lodged in writing using KOIC's Improvement Action Complaint Form. Complaints and appeals are handled in accordance with the principles of natural justice and procedural fairness. Support services such as interpreters or accommodations are available upon request.

No student will face disadvantage or reprisals for lodging a complaint or appeal in good faith. If internal procedures do not resolve the matter, students have access to external mediation options.

Further information is available on the KOIC website and in the Student Handbook.

## CAMPUS FACILITIES

The KOIC campus is located at **Level 7, 11-17 York Street, Sydney NSW 2000**, located in the heart of Sydney's Central Business District. Our Sydney campus offers students a premium learning experience surrounded by the energy and convenience of city life.

Just steps from Wynyard and Town Hall stations, and with buses, light rail, and major transport links nearby, students can easily explore all that Sydney has to offer, from the beaches of Bondi to the cultural hubs of Barangaroo and Darling Harbour. Whether you live locally or commute from the suburbs, getting to class has never been easier.

We provide a welcoming space where students can study, collaborate, and relax, featuring:

- Three common areas for self-study.
- A breakout area for downtime between classes.
- A student kitchen equipped with a fridge, microwaves, filtered water, and kettle with free tea and coffee.

- Convenient access to cafes, restaurants, shopping centres, cinemas, and sports facilities.

At KOIC, we strive to make your study experience as enjoyable and comfortable as possible. With state-of-the-art classrooms, dedicated student spaces, and a prime location, our campus provides the ideal environment for learning, growth, and connection.

## Key Contact Details

### King's Own International College (KOIC)

Level 7, 11-17 York Street, Sydney NSW 2000

#### Administration Officer

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