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Student Handbook
2026

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Student Details

This Student Handbook is the property of:

Name

Address in Australia

Home Telephone

Mobile

Email

Student ID Number

Passport Number / Australian Drivers Licence Number

Overseas Health Cover Number (if applicable)

Tax File Number

In case of emergency please notify:

Name

Address in Australia

Telephone

Mobile

Email

Relationship to you

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ABOUT THE KING'S OWN INTERNATIONAL COLLEGE (KOIC)

Introduction

Welcome to the King's Own International College (KOIC). This handbook is your guide to KOIC policies, procedures and student life. Should you require additional information, please contact the Student Services Officer (SSO) at sso@koic.nsw.edu.au

We wish you every success in your studies!

Accreditation and Articulation

KOIC is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA) and our Vocational Education and Training (VET) courses are aligned with the Australian Qualifications Framework (AQF).

Our English programs are endorsed by the National ELT Accreditation Scheme (NEAS) and follow the Common European Framework Reference for Languages (CEFR).

Our English for Academic Purposes (EAP) course supports students who wish to develop the academic English skills required for further study, and our Diploma courses may articulate into higher education programs offered by other institutions and universities across Australia.

Our Vision

King's Own International College is committed to empowering graduates with the knowledge, skills and global perspectives to make meaningful contributions to their profession and communities.

Our Mission

To be a leading education provider committed to excellence in teaching, learning and student support, delivering quality education and training through VET and ELICOS programs, that equip graduates for success in a diverse and dynamic world.

STUDENT INFORMATION

KOIC Campus

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 York Street 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.

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- 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.

Notice Boards

There are notice boards in strategic places around the campus. These contain information of:

- important announcements
- class and exam timetables including any changes to the normal routine
- weekend and after class social activities
- advice on problems, safety, medical and first aid
- student mail sent care of the campus
- shared accommodation
- club announcements
- ELICOS class excursions

We will also e-mail updates and information to you as required.

Stationery and Equipment

Through our wireless network, you have Internet access throughout your studies on campus for free! But you are expected to have your own laptop with mobile technology, stationery, calculators and other study equipment.

Lost and Found

If you lose or find something while on campus, please report it to the Student Services Officer (SSO). Please mark your name on all articles you use in the classroom. If you lose bank or credit cards, report it to the appropriate provider immediately. You may also wish to report it to the police. If you lose your passport, report it immediately to your country's Consulate-general. Seek advice from the SSO if necessary.

Campus Conduct

KOIC is committed to maintaining a safe, respectful, and professional learning environment in accordance with the Student Code of Conduct. The campus strictly prohibits smoking, vaping, alcohol consumption, and the use of illegal substances. Smoking, including the use of e-cigarettes or vaping devices, is not permitted anywhere on KOIC premises. The possession, consumption, or influence of alcohol or illicit drugs on campus or during KOIC-related activities is strictly forbidden. Violations of this policy will be addressed under the Student Code of Conduct and may result in disciplinary action, including warnings, suspension, or cancellation of enrolment.

Social Activities

Involving yourself in social activities is a great way to make friends and enjoy your time in Australia. Check your email & notice boards for organised activities and excursions organised throughout the year. Sport is a great way to maintain physical fitness while you are studying. Students can become members of local sporting teams or participate in local sporting special events.

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ELICOS Student Excursions

ELICOS classes hold an excursion once a month. This excursion usually takes place within Assessment week so that activities can be included in their Writing and Speaking assessments. These excursions are a day of study and are mandatory. Attendance is taken. The excursions generally last for 3-5 hours and are held by the classes' respective teachers. We try to keep the cost at a minimum. However, many times students request a particular outing that may cost the price of an expensive entry ticket, such as Taronga Park Zoo or Luna Park. In this case, the excursion is organised only if all students agree. You can often obtain an entry price discount by using your KOIC student card.

Orientation

All students must attend orientation, where key information about your course and campus is provided. Orientation takes on two different forms depending on whether you are studying an ELICOS program or Vocational Education and Training (VET).

ELICOS Orientation

Before you receive your Letter of Offer, KOIC checks your English level so you are placed in the right course (National Code 2018, Standard 2):

- **General English and IELTS Preparation:** you sit the Pinnacle English Placement Test online. It is marked by the platform and sets your starting level. IELTS Preparation applicants with a valid English test result, or who have completed GE Upper-Intermediate or EAP2 at KOIC, do not need to sit it.
- **English for Academic Purposes:** your level is set from your English test result (e.g. IELTS Academic, PTE Academic) or your previous KOIC study. Applicants without this evidence start in General English. Applicants from English first-language countries may enter through the Pinnacle test or schooling evidence.

ELICOS intakes are weekly, on Mondays (see the Academic Calendar). Orientation is held on the **Friday before your first class** and includes:

- registration and the New Student Check
- handing out of the Student Handbook, where policies, procedures and other aspects are explained
- explanation of your timetable, course content and student needs
- explanation of the assessment timetable and requirements
- explanation of results and certification
- attendance, course progress and visa requirements
- tour of premises
- introduction to your teacher

Your starting level is provisional until the end of your first week. Your teacher checks that the level suits you. If your teacher has concerns, the DoS ELICOS will meet with you. Your level is changed only with your agreement, and the decision is recorded on your student file. Any change to your course or its length is confirmed in writing and updated in PRISMS.

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

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- 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

Unique Student Identifier

All students enrolled with KOIC must apply for a Unique Student Identifier (USI) before they can be issued with a qualification of Statement of Attainment. A USI is your individual education number which gives you an online record of your vocational and education training (VET) undertaken in Australia. If you do not already have a USI, you can create one for free at 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 government-approved exemption, https://www.usi.gov.au/ exemptions) will not be issued their certificate upon course completion, in accordance with the Student Identifiers Act 2014.

Student Card

KOIC issues all students with a student card. Students on campus must carry their card with them at all times. To obtain your student card, please complete the **Student Card Request Form** and give it to the Student Services Officer (SSO). Your student identification card will be ready within several days. This card is used on campus for identification and will enable you to get some student entry discounts around Sydney. If your student card has been lost or stolen, KOIC will issue a new card for a charge of $25AUD.

Note: The KOIC student card does not entitle you to concession transport fees. Transport concession is not available to international students on a student visa unless you are less than 16 years of age. Please be aware that KOIC does not accept students under 18 years of age.

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**
    - Development of individualised support strategies, including assistance for students with Language, Literacy, Numeracy and Digital (LLND) needs.
- **Career and Employment Guidance**

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  - CV writing, interview preparation and job placement assistance.
  - Industry insights and career pathway guidance tailored to student's vocational goals.

- **Well-being and Personal Support**
  - Access to counselling services for mental health, stress management and personal challenges.
  - Support for students managing work, family and study commitments.
  - Inclusive Support for Diverse Cohorts
  - Tailored assistance for international students, indigenous students, students with disabilities and those from disadvantaged backgrounds to ensure equity and inclusion.

Student Support Services

If you have a problem, please talk to someone! Feel free to speak to your teacher (ELICOS) / trainer (VET) or KOIC's Student Services Officer (SSO).

KOIC is dedicated to providing comprehensive support services to help students succeed academically and personally. KOIC offers a range of support options, including academic assistance, mental health and well-being services, language and literacy support, and disability accommodations. Students can access individualised support plans, counselling services, and academic skill-building workshops to enhance their learning experience. The Student Services Officer (SSO) is available to assist with course guidance, study challenges, and personal concerns, ensuring students feel supported throughout their educational journey. Teachers and Trainers can also act as Student Support Officers but more so in an academically focused manner. The Student Services Officer (SSO) will assist students who require advice, help and support in any aspect of school life, including adjusting to study and life in Australia. The SSO is able to clarify important information and / or direct you to:

- counselling
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- student visa obligations (meeting course & attendance requirements).

KOIC is committed to fostering an inclusive and respectful learning environment where students can thrive and achieve their goals.

Mental Health and Wellbeing

KOIC provides confidential, in-house counselling services for students facing mental health challenges as part of a shared service agreement with the Kings Own Institute (KOI). The KOI Counselling team is made up of qualified counsellors who are trained to work with students on any issues of concern. Students are encouraged to access the free, confidential counselling services as early as possible before their studies are affected.

The counselling team is located on **Level 9, room 9W7 (Mon – Fri, 9am to 5pm)** and provide support in the following areas:

- Support and transition to studying in Australia
- Motivational support

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- Personal skills development
- Anxiety, stress and management
- Academic stress and time management
- Lifestyle and study balance.

Services are available to all currently enrolled KOIC students and include:

- Short term solution focused counselling
- Cognitive Behavioural Therapy (CBT)
- Mindfulness
- Short to medium term counselling.

The counselling team can be contacted for bookings via email, counselling@koi.edu.au, or phone +61 2 9283 3583 (ext. 2400)

Referral and Crisis Support

Students requiring long-term specialised support are refereed to external mental health professionals or services.

KOIC ensures that international students have access to emergency contact numbers for health and legal support, including 24/7 services such as Lifeline or international student helplines. Students are assisted to access these as appropriate.

- Lifeline (13 11 14)
- Kids Helpline (1800 551 800)
- Reading and writing hotline (1300 6 555 06)
- Centrelink (https://www.servicesaustralia.gov.au/phone-us)
- Legal Aid (1300 888 529)

Crisis Intervention

KOIC has in place mechanisms to prevent and respond to incidents involving abuse, harassment, or violence, and ensures that both RTO-managed and third-party facilities are safe, inclusive and supportive. In emergencies, KOIC follows a crisis interventions protocol, including immediate referral to emergency mental health services or contacting emergency responders.

The Student Services Officer (SSO) ensures follow-up support, including liaising with external services and providing academic adjustments as needed. For more information, please refer to **KOIC Critical Incident Policy and Procedure.**

Support for Diverse Student Cohorts

KOIC's inclusive learning practices extend to all students, including those with disability, diverse linguistic and cultural backgrounds, mature-age learners, and those from low socio-economic settings. The SSO works with students to implement reasonable adjustments (e.g. alternate formats, flexible scheduling, and assistive technologies). Through reasonable adjustments, personalised support plans, and access to mental health and well-being services, KOIC ensures that all students can engage fully in their education and actively promotes equity, mutual respect, and access to learning by offering resources such as language assistance, academic support programs, and flexible learning adjustments where required. These practices are regularly reviewed through feedback surveys and continuous improvement processes.

KOIC encourages students to seek support when needed and remains dedicated to removing barriers to success, ensuring every student has the opportunity to achieve their academic and personal goals.

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Please don't hesitate to contact KOIC's Student Support Officer at any point prior to, or during your studies.

KOIC's Student Support Officer (SSO)

On Campus: Monday to Friday, 9am – 5pm

Phone: (+61) 2 9163 8903

Email: sso@koic.nsw.edu.au

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INTERNATIONAL STUDENT INFORMATION

Studying in Australia is an exciting experience, and we are committed to supporting you throughout your journey. As an international student, you are protected under the Education Services for Overseas Students (ESOS) Framework, which ensures that you receive high-quality education and the support services you need to succeed. The ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 outline your rights and responsibilities while studying in Australia.

Student Services is available to provide guidance on adjusting to life in Australia, understanding your visa conditions, and accessing essential resources.

Accommodation

KOIC understands that finding suitable accommodation is an important part of the student experience. Our Student Services Officer (SSO) is available to provide advice and guidance on accommodation options based on individual needs and preferences.

- **Homestay**: students can enjoy the opportunity of living with an Australian family and practising their English language skills. Pricing varies depending on age, location, preferred level of service and additional requirements. Premium pricing may apply to some placements and will be advised in the initial homestay quote. For minors (under 18 years of age) there may be different prices as hosts are specifically trained and certified to support younger guests. Please see our SSO for further information or follow the link https:// www.homestaynetwork.org/students/pricing/
- **Private Rental**: Students seeking independent living arrangements can opt for private rentals. The average cost of a single-room rental in Sydney ranges from $650 to $1,200 per week, depending on the location and type of accommodation.
- **Student Apartments:** Purpose-built student accommodation offers a convenient and community-focused living experience. These apartments often include furnished rooms, shared or private facilities, security, and common areas such as study rooms and gyms. Prices typically range from $400 – $900 per week, depending on location, room type, and amenities. Some popular providers in Sydney include:
- **Scape** (www.scape.com) – modern, fully furnished apartments with utilities included.
- **UniLodge** (www.unilodge.com.au) – student-focused living with various accommodation styles.
- **Urbanest** (www.urbanest.com.au) – offers a social and study-friendly environment.
- **Shared Housing:** Sharing an apartment or house with other students is a cost-effective way to live in Sydney. Students can rent a private room in a shared house or apartment, reducing costs by splitting rent and utilities. Prices generally start from $250 – $700 per week, depending on the location and size of the room. Websites such as:
    - **Flatmates.com.au** (www.flatmates.com.au)
    - **Gumtree** (www.gumtree.com.au)
    - **Facebook Marketplace**
    - **Hostels & Short-Term Accommodation:** For students who need temporary housing while they look for long-term accommodation, hostels and budget hotels are an affordable option. Prices start from $40 – $150 per night, with discounts available for long-term stays. Some recommended options in Sydney include:
        - **YHA Sydney Central** (www.yha.com.au)
        - **Wake Up! Sydney** (www.wakeup.com.au)
        - **Sydney Central Inn** (www.sydneycentralinn.com.au)

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Adjusting to Life in Australia

Living Costs

Understanding the average cost of living in Australia is an essential part of financial planning for international students. Below is an overview of the expected expenses associated with living and studying in Australia. (All costs are in Australian dollars and are subject to change.)

An international student living in Sydney typically requires approximately AU$$29,710 per year for living expenses (as per the Australian Government's Department of Home Affairs 2024-2025 financial requirements for student visa holders).

Note: This estimate does not include tuition fees and may vary based on individual lifestyle choices. For example, frequent dining out, owning a vehicle, or choosing private accommodation will significantly increase living costs.

Suggested Weekly Budget

(These figures are estimates and may vary depending on personal spending habits and lifestyle.)

- Accommodation: AU$150 – AU$300 (for a shared house or apartment)
- Utilities (gas, electricity, water): AU$48
- Phone & Internet: AU$10 - AU$25
- Food & Dining: AU$150 or more
- Public Transport: AU$40
- Entertainment: AU$80 – AU$150 Additional Costs to Consider
- Health Insurance (OSHC): AU$500 – AU$700 per year (varies by provider)
- Entertainment & Social Activities: AU$50 – AU$150 per week
- Personal Expenses (clothing, toiletries, etc.): AU$30 – AU$80 per week

Compliance with Visa Conditions

International students must hold a valid student visa to study in Australia and continue to meet the conditions of their student visa, including:

- Maintaining full-time study: 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 (7) 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.

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MANAGING YOUR ENROLMENT

Students are responsible for managing their enrolment and keeping their personal records up to date. This ensures smooth communication and compliance with academic and visa requirements.

Information Management

Updating Personal Details

Students must notify Student Services of any changes to their personal information, including:

- Address, phone number, or email (international students must update these within seven (7) days to comply with visa conditions).
- Emergency contact details.
- Changes in visa status.

These updates can be made by completing KOIC's **Student Record Update Form** available from Student Services.

Accessing and Managing Student Records

Students can request access to their academic records, enrolment details, or attendance records by submitting a **Student File Access Request Form.** Requests will be processed within ten (10) business days, and official transcripts may incur a small administrative fee.

Requesting Enrolment Changes

Students may request to:

- Defer or suspend enrolment due to compassionate or compelling circumstances.
- Transfer to another course within KOIC.
- Withdraw from their course (students should review the **Fees Management and Refund Policy** before submitting a withdrawal request).

All changes to enrolment must be approved by KOIC and may have visa implications for international students.

Enrolment Support for Students

For assistance with enrolment management, students can contact KOIC's Student Services Officer (SSO); sso@koic.nsw.edu.au who can provide guidance on academic pathways, visa compliance, and general support services.

Keeping records updated and managing enrolment proactively ensures students remain compliant and receive all necessary communications and support from KOIC.

Course Credit and Recognition of Prior Learning (RPL)

We recognise that students may have prior learning, qualifications, or experience that can contribute towards their current studies. Our Credit Transfer and Recognition of Prior Learning (RPL) processes are designed to ensure that students receive appropriate recognition for their previous studies or work experience, helping them complete their qualifications more efficiently.

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Credit Transfer (CT)

Credit Transfer allows students to receive recognition for previously completed studies that are equivalent to units in their current course.

- Students who have successfully completed identical or equivalent units in a nationally recognised qualification may be eligible for automatic credit transfer.
- Applications for Credit Transfer must include certified copies of academic transcripts or Statements of Attainment from another Registered Training Organisation (RTO).
- There is no charge for Credit Transfer applications, and approval of credits may result in a reduced course duration for eligible students.
- If Credit Transfer leads to a shortened study duration for international students, KOIC will notify the Department of Home Affairs (DHA) via PRISMS in accordance with visa regulations.

Recognition of Prior Learning (RPL)

RPL is an assessor-led process that evaluates a student's existing skills, knowledge, and experience gained through:

- Previous formal education (qualifications or training courses).
- Work experience (paid or unpaid roles).
- Community or volunteer work.

For more details or to apply, please contact our Student Services Team, sso@koic.nsw.edu.au

Course Deferrals

Students may apply for a course deferral if they need to temporarily postpone their studies before their course commences. Deferrals are granted only in cases of compassionate or compelling circumstances, such as serious illness, bereavement of a close family member, natural disasters, visa processing delays, or other unforeseen situations impacting the student's ability to begin their studies.

To apply for a deferral, students must submit a Deferment or Suspension Request Form to the Student Services Office (SSO) along with supporting documentation (e.g., medical certificates, official letters). KOIC will assess the request and provide a decision in writing within ten (10) business days. If approved, the deferment will be recorded in PRISMS.

For international students, and the Confirmation of Enrolment (CoE) may be updated to reflect the new commencement date.

Deferrals are generally limited to one study period, except in exceptional circumstances requiring a longer postponement. International students should note that a significant deferral period may impact their visa status, and they are advised to consult the Department of Home Affairs (DHA) for guidance. If the deferment extends beyond the original CoE end date, students may need to reapply for a new visa.

For more details, students should contact the Student Services Office or refer to **KOIC's Deferment, Suspension, or Cancellation of Student Enrolment Policy.**

Transferring Between Registered Providers

KOIC follows Standard 7 of the National Code 2018, as amended by the National Code Amendment (Overseas Student Transfers) Instrument 2026. From 2 October 2026, international students cannot transfer to another provider before completing **12 months** of their principal course, unless one of the following applies:

- KOIC or your course is no longer registered.

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- KOIC has been sanctioned by the regulator in a way that stops you continuing your course.
- KOIC releases you and records the release in PRISMS.
- Your government sponsor supports the transfer in writing.

The 12-month period applies where the new provider enrols you on or before 30 June 2027. From 1 July 2027 it returns to six months. The period is counted from the start of your principal course. If you are studying ELICOS before your main course in a package, you have not yet started your principal course.

KOIC may release you where the transfer is in your best interests, for example:

- the course does not meet your academic or language proficiency needs;
- compassionate or compelling circumstances exist (e.g. personal or medical reasons);
- you need to transfer to progress to further study.

To request to transfer students must complete the **KOIC International Student Transfer Request Form** (available from Student Services or the KOIC website) and provide supporting documentation.

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.

A release is free of charge. If KOIC refuses your request, you will receive written reasons and may appeal within twenty (20) working days under the **KOIC Complaints and Appeals Policy.**

Course Withdrawals

Students who wish to withdraw from their course at KOIC must submit a formal withdrawal request in writing to the Student Services Officer (SSO). Students are encouraged to review **KOIC's Fees Management & Refund Policy and Procedure** before making a decision, as refund eligibility depends on the timing of the withdrawal. Withdrawals made before course commencement may be eligible for a partial refund, while withdrawals after the course has commenced are generally non-refundable. KOIC follows a transparent process to assess withdrawal requests, ensuring compliance with visa requirements and academic policies. Students must also be aware that withdrawing from their course may affect their student visa status, and they should seek advice from the Department of Home Affairs (DHA) if needed. For further assistance, students can contact the KOIC Student Services Office.

Course Fees and Refund Policy

The King's Own International College (KOIC) is dedicated to ensuring students are fully informed about their financial obligations prior to enrolment. KOIC provides clear and accurate information on tuition fees, non-tuition fees, payment schedules, and refund conditions, as per the ESOS Act, the National Code 2018, and the Standards for RTOs 2025.

Tuition Fees

Tuition fees cover the cost of training and assessment services. Students are required to pay their tuition fees as per the schedule outlined in their Written Agreement.

Non-Tuition Fees

Non-tuition fees may include costs for materials, reassessment, accommodation placement, or other administrative services. These fees are clearly detailed in the Schedule of Fees and Charges.

Student Obligations

Students must ensure timely payment of all fees to maintain uninterrupted access to learning resources, classes, and

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assessments. Failure to meet payment deadlines may result in late payment penalties, suspension of services, or, in severe cases, cancellation of enrolment.

KOIC understands that financial difficulties may arise. In such cases, students are encouraged to contact the Student Services team to discuss their situation and explore options, such as payment plans. It is the student's responsibility to adhere to any agreed-upon payment arrangements to maintain their enrolment status and academic progress.

Refund Policy

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

- 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 twenty-eight (28) days or more before course start: 80% of tuition fees refunded (less application fee)
- Withdrawal less than twenty-eight (28) days before course start: 50% of tuition fees refunded (less application fee)
- Withdrawal after course commencement: No refund provided
- Provider Default: Refund of unused portion or transfer to another provider.

Non-refundable items:

- Application fee
- Overseas Student Health Cover
- Materials and administrative fees.

A 10-day cooling-off period is offered from the date the Written Agreement is signed and the initial payment is made, during which students may withdraw and receive a full refund of tuition fees (less the application fee).

Refunds are processed within four weeks (28 days) of receiving a completed **KOIC Refund Application Form** and are issued to the person who made the original payment in Australian Dollars.

To safeguard student payments, the Tuition Protection Service (TPS) ensures that international students receive course continuity or a refund in cases where KOIC is unable to deliver a course as agreed. If KOIC ceases operations or a course is cancelled, students will be offered an alternative placement at no additional cost or a refund of unused tuition fees. The TPS, managed by the Australian Government, ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000 and protects international student fees. Refunds for student-initiated withdrawals or visa refusals are processed per **KOIC's Fees Management and Refund Policy**, with eligibility determined by the timing and circumstances of withdrawal

QUALITY TRAINING AND ASSESSMENT

The King's Own International College (KOIC) is committed to delivering high-quality training and assessment for both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS) programs. Our courses are designed to meet nationally recognised standards and align with the Standards for RTOs 2025, the ESOS Act 2000, and the ELICOS Standards 2018 to ensure all students receive industry-relevant education that enhances their skills and career opportunities.

For VET students, training is practical and competency-based, combining theoretical learning with hands-on experience to develop job-ready skills. Assessments are fair, consistent, and transparent, utilising various methods such as projects, case studies, written tasks, and practical demonstrations to ensure students can demonstrate competency in their chosen field. Training and assessment practices are adapted based on learner cohort characteristics, including cultural background, language proficiency, prior learning, and educational history

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For ELICOS students, KOIC provides structured, interactive, and engaging language teaching that focuses on improving listening, speaking, reading, and writing skills. Lessons are delivered in a face-to-face classroom environment, and assessments include ongoing progress monitoring, participation evaluations, and formal tests to track language proficiency development.

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.

KOIC Teachers, Trainers and Assessors

At KOIC, all teachers, trainers, and assessors must meet specialist training and assessment qualifications in accordance with the Education Services for Overseas Students (ESOS) Act 2000, the NEAS Quality Assurance Framework, and the Standards for Registered Training Organisations (RTOs) 2025. Our educators are highly qualified, experienced, and industry-current, ensuring that students receive the highest standard of education in both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS).

Vocational Education and Training (VET) Trainers & Assessors

At KOIC, all Vocational Education and Training (VET) courses are delivered and assessed by qualified, skilled professionals who meet the requirements of the Standards for RTOs 2025 and the Credential Policy. This ensures that students receive high-quality, industry-relevant education supported by professionals with current knowledge and pedagogical practice.

KOIC ensures the following:

- **Credentialed Trainers and Assessors:** All VET trainers and assessors hold one of the approved **training and assessment credentials** listed in the Credential Policy (e.g. TAE40122 Certificate IV in Training and Assessment, or a diploma or higher-level qualification in adult education or VET). Where applicable, trainers delivering under direction are supervised in accordance with Credential Policy sections 1D and 1E and do not make assessment judgements.
- **Current Industry Skills and Knowledge:** Trainers and assessors have **current industry competencies and experience** relevant to the training products they deliver, ensuring alignment with contemporary industry practice.
- **Continuing Professional Development (CPD):** All trainers and assessors undertake regular CPD to maintain up-to-date skills in:
    - Training and assessment practice
    - VET and adult learning methodology
    - Emerging industry trends and tools
    - Student engagement and support strategies
- **Performance Review and Quality Assurance:** KOIC conducts annual performance reviews of all VET trainers and assessors in accordance with our **Trainer and Assessor Competency and Industry Currency Policy** and **Professional Development and Performance Review Policy.**

Through these measures, KOIC guarantees that VET students are trained, assessed, and supported by a workforce that is qualified, current, and committed to continuous improvement.

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English Language Intensive Courses for Overseas Students (ELICOS) Teachers

KOIC's ELICOS teachers adhere to the ELICOS Standards 2018 and are required to have:

- A recognised degree or higher qualification.
- A specialist TESOL qualification of at least a CELTA (Certificate in English Language Teaching to Adults), TESOL, or equivalent postgraduate teaching qualification.
- Relevant experience in teaching English as a Second Language (ESL).

Our ELICOS teachers support international students by delivering interactive, structured, and communicative lessons that develop essential reading, writing, listening, and speaking skills. Assessments are designed to track progress and ensure students reach their target English proficiency levels for further study or professional use.

Commitment to Student Success and Compliance

KOIC's educators understand the diverse needs of both international and domestic students and are committed to fostering an inclusive, engaging, and student-centered learning environment. They comply with the ESOS National Code 2018, ensuring that international students receive high-quality education, academic support, and welfare services while studying in Australia.

KOIC ensures that all teachers, trainers, and assessors participate in ongoing professional development, industry engagement, and quality assurance activities under the NEAS Quality Framework and Standards for RTOs 2025, ensuring continuous improvement and compliance with national education standards.

Our Approach to Assessment

Assessment is a fundamental component of learning, designed to measure student progress, competency, and overall achievement in both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS). Our assessment practices align with national education standards, including the Standards for Registered Training Organisations (RTOs) 2025, the Australian Qualifications Framework (AQF), and the ELICOS Standards 2018.

VET Assessment

KOIC's VET Programs follow a Competency-Based Training (CBT) approach, where students demonstrate their ability to meet workplace standards through practical application and theoretical knowledge.

All assessments comply with the Principles of Assessment to ensure they are:

- Fair – students are given an equal opportunity to demonstrate competency.
- Valid – assessments align with the required industry and training package standards.
- Reliable – assessment outcomes are consistent across students and trainers.
- Flexible – assessments consider different learning styles and student needs.

Types of VET Assessment

KOIC utilises both Formative and Summative assessment strategies:

1. Formative Assessment (Ongoing Learning Assessment)
    - Includes class discussions, case studies, and interactive activities.
    - Provides students with feedback to improve their understanding before final assessment.

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2. Summative Assessment (Final Competency Evaluation)
    - Includes written tests, reports, practical demonstrations, projects, and workplace simulations.
    - Determines whether a student has achieved competency in a unit of study.

Assessment Feedback & Reassessment

Students receive detailed feedback on assessment performance. If a student is Not Yet Competent (NYC), they will be given a chance to resubmit or undertake further training. Appeals on assessment outcomes can be lodged through KOIC's Complaints and Appeals Process.

ELICOS Assessment

Assessment in ELICOS programs follows a structured framework, incorporating both Formative and Summative assessments to track student progress and proficiency in English.

Formative Assessment (Ongoing Monitoring)

Formative assessments provide continuous feedback to students and allow teachers to track progress throughout the course. These assessments include:

- Homework assignments and in-class exercises.
- Participation in discussions and group activities.
- Self and peer-assessments to develop reflectivity.
- Teacher observations on reading, writing, listening, and speaking skills.
- Weekly Formative Assessment Checklists, ensuring active student engagement.
- **EAP:** you bring your study portfolio to class each week. Your teacher reviews it, including checks for plagiarism and unauthorised use of artificial intelligence (AI).

Summative Assessment (Progress Tests)

Every four weeks you sit a Summative Progress Test covering Listening, Reading, Writing and Speaking.

- **General English:** three Progress Tests in each 12-week level (weeks 4, 8 and 12). Grammar is tested for practice only and is not included in your result.
- **English for Academic Purposes:** assessments follow the EAP Assessment Schedule, which you receive at orientation. Some tasks are completed in class, such as the Information Report, written using notes from your study portfolio.
- **IELTS Preparation:** four full IELTS-format Progress Tests over 16 weeks (weeks 4, 8, 12 and 16).

Completing a Level or Course

- **General English:** you complete a level and move up with an overall average of 60% or more across the three Progress Tests. The average is taken across all skills, not for each skill.
- **English for Academic Purposes:** you complete a level with at least 50% in each skill.

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- **IELTS Preparation:** you complete the course with a final average of 60% or more across the four Progress Tests.

The certificates issued are explained under Certification Documentation.

Assessment Moderation & Validation

Assessment moderation and validation are essential quality assurance processes that ensure all assessments are fair, consistent, reliable, and aligned with national and industry standards. These processes apply to both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS) programs, supporting continuous improvement in assessment practices.

Assessment Moderation

Moderation ensures fair and consistent grading by reviewing assessments across different assessors and students. This involves:

- VET: Reviewing samples of assessments, aligning grading decisions, and ensuring compliance with competency-based training standards.
- ELICOS: Peer and expert moderation to maintain consistency in language proficiency evaluations. Moderation

sessions occur regularly throughout the year, with findings documented for continuous improvement.

Assessment Validation

Validation ensures that assessment tools accurately measure competency and meet regulatory and industry standards. This includes:

- VET: Checking assessments against Training Package requirements to ensure alignment with workplace skills.
- ELICOS: Ensuring test materials are valid and aligned with CEFR language proficiency levels.

Validation meetings are held annually, and all improvements are recorded and implemented before the next assessment cycle.

Both moderation and validation support continuous improvement in assessment practices, ensuring fair, transparent, and effective learning outcomes for all KOIC students.

Academic Integrity

Academic integrity ensures that all assessments are completed ethically and fairly, supporting KOIC students in developing genuine knowledge and skills that reflect their personal learning achievements.

Principles of Academic Integrity

All students, trainers, assessors, and teachers must uphold the following principles:

- Honest Work – Submit original work and properly acknowledge all sources using appropriate referencing styles (e.g., Harvard, APA, MLA).
- No Plagiarism – Do not copy another person's work, ideas, or data without proper citation.
- No Cheating or Collusion – Students must complete their own work and not collaborate on individual assessments unless permitted.
- Use of AI Tools – If AI tools (e.g., ChatGPT) are used, their contribution must be properly cited, and students must demonstrate original thought and analysis.

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Types of Academic Misconduct

Breaches of academic integrity include:

- Plagiarism – Copying or using another person's work without acknowledgment.
- Contract Cheating – Paying or asking someone else to complete an assignment.
- Collusion – Unauthorised collaboration on an individual task.
- Cheating – Using unauthorised materials or assistance during an exam or assessment.
- Misrepresentation – Falsifying data, records, or work submissions.

Use of Artificial Intelligence (AI) in Assessments

The King's Own International College (KOIC) recognises the evolving role of Artificial Intelligence (AI) tools such as ChatGPT, Grammarly, and other generative technologies in supporting student learning. While these tools may be useful for checking grammar, summarising information, or generating practice questions, they must **not be used to write or reword assessment responses**, unless **explicitly authorised** by your trainer or assessor.

Students are required to:

- Use AI tools ethically and transparently in line with KOIC's values and academic integrity standards.
- Acknowledge and cite any use of AI-generated content in their assessments.
- Supplement any AI-assisted learning with their own original work and critical thinking.
- Submit a signed declaration of originality with all assessment tasks, identifying any AI tools used.

Unacknowledged or unauthorised use of AI such as submitting content generated by AI as your own work constitutes academic misconduct and will be investigated under **KOIC's Academic Integrity Policy.** You may be asked to verify the authenticity of your work by providing:

- Drafts and research notes
- Explanations of your ideas and responses
- Participation in an academic integrity interview, where necessary.

Detection and Consequences of AI Misuse

Trainers and assessors are trained to identify inconsistencies in language, tone, and structure that may indicate unauthorised AI use. KOIC also uses tools such as **Scribbr**, **ZeroGPT**, and plagiarism detection systems to detect AI-generated content.

If a breach is suspected:

- You will be notified and given an opportunity to respond.
- A review and academic integrity interview may be conducted by the Director of Studies.
- Outcomes may include a warning, resubmission, failure of the assessment, or suspension of studies for serious or repeated breaches.

Students may appeal any academic misconduct decision within **20 business days** under **KOIC's Complaints and Appeals Policy.**

Submitting your Assessments

- All students must submit assessments by the due date as specified in their unit or course requirements.

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- Assessments must be completed independently, unless group work is specifically required.
- VET students must submit assessments through the Learner Management System (LMS) or as directed by their trainer.
- ELICOS students' complete assessments through weekly formative tasks and scheduled summative tests in class.

Late submissions may result in penalties or ineligibility for a re-attempt, unless prior approval has been granted due to compassionate or compelling circumstances.

Re-attempts for Not Yet Competent (NYC) Assessments

If a student is Not Yet Competent (NYC) or does not achieve the required standard, they are entitled to one re-attempt at no additional cost.

VET Re-attempt Process:

1. Students who receive NYC will receive detailed feedback from their assessor.
2. One re-attempt is allowed within the agreed timeframe.
3. If the second attempt is unsuccessful, students may be required to re-enrol in the unit or undertake additional learning support.

ELICOS Re-attempt Process:

- If your result is below the required standard, your teacher will give you feedback and additional language support.
- **General English:** where you sit a Progress Test twice, the higher result counts towards your level average.
- **EAP and IELTS Preparation:** reassessment arrangements are set out in the course's Learning and Assessment Strategy and explained at orientation.
- If you do not meet the completion standard for a level, the DoS ELICOS will discuss your options with you, including repeating the level under an Intervention Strategy.

Failure to meet progression requirements may lead to intervention strategies, including additional learning support, counselling, or referral to Student Services.

Assessment Appeals

Students may appeal an assessment decision if they believe:

- The assessment was not fairly conducted.
- The evidence provided was not fully considered.
- The assessment process did not follow the prescribed methodology.

Appeal Process:

1. Submit a written appeal to the Director of Studies (DoS) within 20 business days of receiving the assessment result.
2. The appeal will be reviewed by an independent assessor.
3. A final decision will be provided in writing within 10 business days.

If a student is not satisfied with the outcome, they may escalate their appeal through **KOIC's Complaints and Appeals Policy**.

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Attendance

Attendance is a critical requirement for all students at the King's Own International College (KOIC). Maintaining consistent attendance ensures academic success, meets visa compliance regulations for international students, and supports students in achieving their learning outcomes.

KOIC systematically monitors attendance and provides intervention support when needed.

Vocational Education and Training (VET) Attendance

- Students are required to attend at least 80% of scheduled classes to meet course requirements.
- Attendance is recorded in the Student Management System (SMS) and reviewed weekly.
- Students falling below 85% attendance are issued a warning letter and may be placed on an intervention plan.
- If attendance drops below 80%, an intervention meeting is arranged with the Director of Studies (DoS) to provide support and strategies for improvement.
- For international students, failure to meet attendance requirements may result in reporting to the Department of Home Affairs (DHA) via PRISMS, which could impact visa status.

English Language Intensive Courses for Overseas Students (ELICOS) Attendance

- International students in ELICOS programs must attend 20 contact hours per week as per ESOS Act 2000 requirements.
- Students must maintain a minimum of 80% attendance across the duration of their study to comply with student visa conditions.
- Teachers record attendance each session, and students marked absent must provide medical certificates or evidence of compassionate circumstances for consideration.
- If attendance falls below 80%, students receive a warning letter and intervention support.
- If attendance drops below 70%, students risk receiving an Intent to Report Letter, after which they have twenty (20) business days to appeal before KOIC notifies the Department of Home Affairs (DHA) via PRISMS.

Acceptable Absences

The Academy may accept absences for the following reasons:

- illness – if supported by a medical certificate from a registered medical practitioner
- compassionate circumstances
- illness or death of an immediate family member (please speak with the SSO in confidence)
- natural disaster
- political upheaval
- etc.
- religious reasons – this must be approved by the Academy in advance.

Illness during class-time

If you feel unwell during class notify a support person whether it is your Teacher, Trainer or friend and report to reception. Please notify the SSO if you intend on being absent. The SSO requires a copy of a valid Medical Certificate on your first day back at KOIC which will be scanned for your student records so that your attendance is not affected. This is a government regulation.

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In case of any casualty, e.g. fainting, chest pain, a fall, loss of consciousness, asthma, diabetes, bleeding, burn, scald, insect bite or sting, please report it to a staff member immediately. A First Aid Kit is at the Reception Desk.

Monitoring and Support

KOIC's Directors of Studies and Student Services Officer (SSO) monitor attendance and contact students at risk. Intervention strategies may include timetable adjustments, academic coaching, or counselling services. Students facing challenges impacting attendance are encouraged to seek assistance early to prevent further issues.

Maintaining regular attendance is essential for academic success, compliance with enrolment conditions, and professional skill development. Students must ensure they communicate any attendance concerns to KOIC's Student Services Office (SSO) as soon as possible.

Course Progression and Risk Intervention

KOIC is committed to supporting students in maintaining satisfactory course progress and providing assistance to those identified as 'at risk' of academic failure. In accordance with the **Course Progression and Risk Intervention Policy**, an Intervention Strategy is a structured action plan designed to address the causes of unsatisfactory academic performance and provide targeted support.

Students will be identified as 'at risk' if they:

- **VET:** fail more than 50% of their units in a study period (one term).
- **ELICOS:** meet the at-risk trigger for their course (see below).
- Have attendance concerns. Attendance is managed under the **VET Attendance Policy** or the **ELICOS Student Attendance Policy.**
- Receive multiple warnings regarding their academic performance.
- Struggle with assessments, English proficiency, or engagement in coursework.

VET Students are expected to achieve a Competent outcome (C) for each unit they are registered in to meet satisfactory course progress in line with the class session course completion requirements. Assessments not submitted by the due date or with an outcome that is determined as Not Yet Competent (NYC) must be completed or submitted again to be re-assessed within the term of the unit the student is registered. Students will need to arrange with their Trainer and Assessor to undertake further assessment submissions.

Students submitting assessments after the end of term date are subject to additional fees.

For **ELICOS students**, course progress is monitored every week through the Weekly Formative Assessment Checklist and every four weeks through a Summative Progress Test. Your teacher gives you feedback after every Progress Test and records your results. Each General English level (12 weeks), each EAP level (10 weeks) and the IELTS Preparation course (16 weeks) is a study period.

Under the **KOIC Course Progression and Risk Intervention Policy**, you are at risk of not meeting course progress requirements if you meet the trigger for your course:

- **General English:** below 60% in any part of a Progress Test, or a running average below 60%.
- **English for Academic Purposes:** below 50% in any skill on any summative task.
- **IELTS Preparation:** a running average below 60%, any skill below 50%, or no improvement since the previous Progress Test.
- **All courses:** you do not meet the completion rule for your level or course after reassessment.

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If you are at risk, your teacher and the Director of Studies (DoS) ELICOS will meet with you to agree an Intervention Strategy, which is recorded on your student file. The DoS ELICOS also reviews your progress at the end of each study period.

International ELICOS students who do not meet the completion rule for their level or course in two consecutive study periods, despite an intervention strategy, are issued an Intention to Report letter. You have twenty (20) working days from the date of the letter to appeal under the **KOIC Complaints and Appeals Policy.** If the appeal is unsuccessful, not lodged or withdrawn, KOIC reports you to the Department of Home Affairs (DHA) via PRISMS (National Code 2018, Standard 8). Attendance is managed and reported separately under the **ELICOS Student Attendance Policy**.

Implementation of an Intervention Strategy

- Students identified as at risk will be issued a Warning Letter and notified of their required participation in an intervention plan.
- A meeting will be scheduled with the Director of Studies (DoS) to develop an individualised academic support plan.
- The Student Services Officer (SSO) will assist in the implementation of additional support services.
- To help students regain satisfactory academic progress, KOIC may provide:
    - Additional tutorials or coaching sessions.
    - Adjusted study plans, including extensions or modified workloads.
    - Referral to counselling or student support services for non-academic challenges.
    - Reassessment opportunities or extended deadlines under approved conditions.

Ongoing Monitoring and Reporting

- The intervention plan will be documented and signed by the student and relevant personnel.
- Students will be required to engage in regular progress meetings with their trainers and the Director of Studies.
- If course progress does not improve, further intervention or reporting to the Department of Home Affairs (DHA) via PRISMS may occur for international students.
- Students facing academic difficulties are encouraged to seek support early to maximise their chances of success. KOIC remains committed to providing a structured and supportive learning environment to help all students achieve their educational goals.

Completion within Expected Duration of Study

Standard 8 of the National Code requires KOIC to ensure students are in a position to complete their studies within the duration specified within their CoE unless certain circumstances apply.

If a student chooses to study at less than 100% course load in a particular study period, they will have to make sure that they can still complete the course in time. If a student completes their course earlier than expected they must ensure their tuition fees for the course are paid in full and KOIC must report this to the immigration department, and the duration of the student's visa will most likely be reduced.

Transition of Training Products

KOIC is committed to ensuring that all students are enrolled in current, nationally recognised training products. KOIC monitors training product updates and where a qualification, unit or accredited course is superseded or removed from the national register, KOIC will take timely action to either complete current students within the allowable transition period or transfer students into the replacement product. KOIC will ensure that no student is disadvantaged and will support your progression

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through tailored advice, updated training materials, and individual transition planning as required. This process complies with the *Standards for RTOs 2025* and **KOIC's Transition of Qualifications Policy.**

Certification Documentation

The King's Own International College (KOIC) ensures students receive timely and accurate certification upon completing their course. KOIC issues nationally recognised qualifications and Statements of Attainment in compliance with the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Qualifications Framework (AQF). Certification is provided within thirty (30) days of meeting all course requirements, provided all fees are paid and the student has supplied a Unique Student Identifier (USI).

KOIC complies with the Credential Policy and monitors issuance to ensure that qualifications and Statements of Attainment are only awarded when all requirements have been met, as per Outcome Standard 1.4

VET Certification

- Qualifications include student name, course title, issue date, and KOIC's RTO code.
- Statements of Attainment are issued for completed units and clearly distinguished from full qualifications.
- Documents are securely recorded and protected against fraudulent reproduction.
- Replacement certificates can be requested for a fee via Student Services.

ELICOS Certification

ELICOS results are reported against the Common European Framework of Reference for Languages (CEFR). Certificates are issued in line with ELICOS Standards 2018, Standard P4.2, and the **KOIC ELICOS Certificate and Course Completion Policy.** KOIC issues two kinds of document:

- **Certificate of Completion** – when you complete your course (for EAP, each level) and meet the completion rule.
- **Statement of Achievement** – when you leave before completing, do not complete all assessments (DNC) or do not meet the completion rule. It shows the results you achieved and states what was not completed.

Each document shows your name and student number, the CRICOS course name and code, your dates of study, the CEFR level achieved, your results, KOIC's details and CRICOS Provider Code 02599C, and an authorised signature. The grades and CEFR levels are explained on the reverse.

Certificates are issued within thirty (30) calendar days of completion, provided all fees are paid. A Unique Student Identifier (USI) is required for VET courses only. KOIC results are not IELTS scores and are not an English test result for visa purposes.

General English Levels and Grades

General English has five levels of 12 weeks each. Your starting level is set by the Pinnacle English Placement Test.

Level	CEFR entry	CEFR exit	What you can do when you complete the level
Beginner/Elementary	A1 or below	A2	Understand and use familiar everyday expressions and simple sentences about yourself and daily life.
Pre-Intermediate	A2	A2+	Deal with routine everyday tasks and familiar topics with growing confidence.
Intermediate	A2+	B1	Understand the main points of clear standard English on familiar matters and write simple connected text.
Upper-Intermediate	B1	B2	Understand the main ideas of complex texts, interact fluently and write clear, detailed text.

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Advanced	B2	C1	Understand demanding, longer texts and implied meaning, and use English flexibly for social, academic and professional purposes.

You complete a level with an overall average of 60% or more (grade C or above) across the three Progress Tests. Your teacher gives you a Level Result Report at the end of each level; this is a progress record, not a certificate. You receive one Certificate of Completion per enrolment, showing the highest level completed, its CEFR level and your results for every level completed.

Grade	Meaning	Average score
A	Excellent achievement	86–100%
B	Good achievement	71–85%
C	Satisfactory achievement	60–70%
D	Unsatisfactory achievement	Below 60%
DNC	Did not complete the assessments	–

EAP Certification

English for Academic Purposes (EAP) has three levels of 10 weeks each: EAP1 (CEFR B1 to B1+), EAP2 (B1+ to B2) and EAP3 (B2 to B2+). You complete a level with at least 50% (PS) in each skill. You receive a Certificate of Completion for each level completed, showing the CEFR exit level, your grade for each skill and your overall grade.

Grade	Meaning	Score
HD	High Distinction	85–100%
DI	Distinction	75–84%
CR	Credit	65–74%
PS	Pass	50–64%
FA	Fail	0–49%

Each university or college sets its own English entry requirements. Check whether your intended provider accepts KOIC EAP results.

IELTS Preparation Certification

IELTS Preparation is a 16-week course (CEFR B2 to B2+). You receive a Certificate of Completion – IELTS Preparation when you complete the 16 weeks with a final average of 60% or more across the four Progress Tests. The certificate shows your module (Academic or General Training), the CEFR exit level (B2+), your Progress Test results and your final grade, using the same A–D grades as General English.

KOIC is not an IELTS test centre. To get an official IELTS score you must sit the IELTS test with an approved test centre (https://ielts.com.au/australia). KOIC IELTS Preparation results are not IELTS scores.

Pathways and Progression

At KOIC, we are dedicated to providing students with structured academic pathways that support their long-term educational and career aspirations. Our Diploma and Advanced Diploma qualifications serve as a bridge between vocational training and further study, equipping students with industry-relevant skills while helping them prepare for future academic and career opportunities.

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KOIC graduates may be eligible to apply for credit transfer or advanced standing when enrolling in related higher education programs offered by universities and other higher education providers across Australia. Any credit transfer or pathway outcome is subject to the entry requirements, credit transfer policies, and approval processes of the relevant institution.

For students seeking to improve their English language proficiency, KOIC's English for Academic Purposes (EAP) course supports the development of academic English skills required for further study. Students are encouraged to check the English entry requirements of their intended higher education provider, as admission requirements may vary between institutions and courses.

For more information on credit transfers, articulation agreements, and study progression, please contact our Student Services Team at sso@koic.nsw.edu.au.

7 STEPS FOR ACADEMIC SUCCESS

At KOIC, we are committed to helping students achieve their academic goals. To maximise success in your studies, we recommend following these seven key steps:

1. **Attend All Scheduled Classes**
   - Regular attendance ensures maximum knowledge retention and engagement with course content.
   - Participation in face-to-face learning enhances understanding, interaction, and practical application.
2. **Engage Actively in Class**
   - Contribute to discussions by sharing ideas, thoughts, and prior knowledge.
   - Ask questions and participate in activities to enhance your learning experience.
3. **Understand Assessment Requirements**
   - Familiarise yourself with the assessment tasks and expectations for each unit.
   - ELICOS students should consult their teachers, while VET students should seek guidance from their trainers and assessors.
4. **Plan Your Study Schedule**
   - Organise assessment dates and workload in advance.
   - Use a study planner to track deadlines and ensure adequate preparation time.
5. **Complete Assessments to a High Standard**
   - Work competently and diligently on each assessment task.
   - Review the assessment criteria to ensure all requirements are met before submission.
6. **Submit All Assessments on Time**
   - Late submissions may affect academic progress and assessment outcomes.
   - If you anticipate difficulties, communicate early with your teacher, trainer, or assessor.
7. **Seek Feedback for Continuous Improvement**
   - Before submission, request clarification and guidance to improve competency.

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- After assessments are marked, review feedback to identify areas for further development.

WORKPLACE HEALTH & SAFETY

KOIC is committed to maintaining a safe and healthy learning environment for all students, staff, and visitors. KOIC complies with the Work Health and Safety Act 2011 (Cth) and related regulations to prevent injuries, manage risks, and promote well-being. Regular risk assessments and safety inspections ensure potential hazards are identified and controlled. Students and staff are encouraged to report any safety concerns, participate in emergency drills, and follow safety procedures, including proper manual handling techniques, fire safety protocols, and incident reporting. KOIC has a zero-tolerance policy for drugs and alcohol on campus, except for responsible alcohol consumption at approved events. First aid resources and emergency contacts are available to support individuals in the event of an incident.

What to Do in Case of a WHS Concern or Incident

1. Report Hazards or Unsafe Conditions: If you notice a safety hazard (e.g., broken equipment, slippery floors, faulty wiring), report it to the Student Services Officer (SSO) or Compliance Officer immediately.
2. Incident Reporting: If an accident or injury occurs, complete an **KOIC Incident Report Form** and submit it to the SSO within 24 hours.
3. Emergency Situations:
   - Call **000 for fire, police, or ambulance services**.
   - Inform a first aid officer (contact details displayed on campus).
   - Follow KOIC's evacuation procedures (maps and instructions are posted around the campus).
4. Drug and Alcohol Policy: KOIC maintains a zero-tolerance policy for drugs and alcohol on campus, except for approved events. Individuals suspected of being under the influence will be asked to leave and may face disciplinary action.

Useful Contact Details

- **Doctor**: Myhealth Darling Square, 64 Darling Drive Shop 1 Darling One Building, Darling Dr, Sydney (02) 9188 3893
- **Dentist**: Pacific Smiles, Level 6, Prince Centre, 8 Quay St Haymarket, 131317
- **Optometrist**: Pacific Smiles, Level 6, Prince Centre, 8 Quay St Haymarket, 131317
- **Hospital**: Sydney Hospital, 8 Macquarie St, Sydney, (02) 9382 7111
- **Department of Home Affairs** (**DHA**): 26 Lee St, Chippendale, 13 18 81
- **Consulates:** see websites
- **Sydney City**: for more information about Sydney visit http://www.cityofsydney.nsw.gov.au

Safety on Campus

Security

KOIC takes every care to provide a secure study environment. Please keep your personal and valuable items with you all times when on campus. KOIC is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings, notify reception immediately.

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Emergencies on Premises

If KOIC needs to be evacuated the safety wardens, who will be wearing a red or yellow hat, will give you instructions.

- **Fire:** If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the teacher or trainer's instructions. With this staff member, walk to the nearest Fire Exit quietly and calmly. Your attendance will be marked in a safe area to make sure all students present at the Academy are safe and accounted for.
- **Bomb Scare:** follow the staff instructions.
- **Injury or accident:** report any injury or accident to your teacher, trainer or reception immediately. KOIC's First Aid Officers are listed on the notice board.
- **Building Alarms:** follow the staff's instructions.

Critical Incident Management

KOIC recognises that a duty of care is owed to its students and that planning for the management of a critical incident is essential. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- serious injury, illness or death of a student or staff
- students or staff lost or injured on an excursion
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incident of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- fire, bomb threat, explosion, gas or chemical hazard
- social issues e.g. drug use, sexual assault, etc

KOIC has a structured approach to Critical Incident Management to ensure the safety and well-being of all students, staff, and stakeholders.

What to do in a Critical Incident

1. Ensure personal safety and call 000 for emergency services if necessary.
2. Secure the area if there is immediate danger.
3. Provide first aid if trained and necessary.
4. Notify KOIC Management:
    - Contact the Student Services Officer (SSO) or the Compliance Officer as soon as possible.

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- KOIC will activate the Critical Incident Management Team (CMT), which includes the CEO, Compliance Officer, and relevant staff members.

After the Incident KOIC will provide counselling, medical assistance, academic support, and legal referrals as needed. Students will be kept informed about the situation and any necessary follow-up actions.

Who to Contact:

- Student Services Officer (SSO): First point of contact for reporting incidents.
- Compliance Officer: Manages critical incident reports and responses.
- CEO: Oversees KOIC's response to major incidents.

Sexual Assault and Sexual Harassment (SASH)

KOIC has a zero-tolerance policy towards Sexual Assault and Sexual Harassment (SASH) and is committed to fostering a safe, respectful, and inclusive environment. SASH includes unwelcome sexual advances, inappropriate comments, coercion, or any non-consensual sexual activity. KOIC provides clear reporting mechanisms and encourages students and staff to report any incidents to the Sexual Assault and Sexual Harassment Response Officer (SRO). Immediate support, including confidential counselling, academic accommodations, and legal assistance, is available to affected individuals. Reports are handled with strict confidentiality, and disciplinary action will be taken against perpetrators. KOIC also provides SASH awareness training and ensures that all staff and students understand their rights and responsibilities in preventing harassment.

What to Do If You Experience or Witness SASH

1. If in immediate danger, call **000** for police assistance. Move to a safe location and seek support from a trusted staff member.
2. Report the Incident: You can report SASH incidents to the Sexual Assault and Sexual Harassment Response Officer (SRO), the Student Services Officer (SSO), or another trusted KOIC staff member. Reports can be made in person, via phone, email.
3. KOIC will provide confidential counselling, academic accommodations, and legal assistance.
4. You may seek external support from 1800 RESPECT (1800 737 732), Lifeline (13 11 14), or local crisis centres.

Who to Contact

- Sexual Assault and Sexual Harassment Response Officer (SRO): Handles SASH reports and coordinates support services.
- Student Services Officer (SSO): Provides guidance and referrals for affected students.
- External Support Services: 1800 RESPECT, Lifeline, or NSW Rape Crisis Centre.

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.

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Bullying, Discrimination, and Harassment

KOIC upholds a zero-tolerance policy for bullying, discrimination, and harassment to ensure that all students, staff, and stakeholders are treated with dignity, fairness, and respect. Bullying includes verbal, physical, social, or psychological abuse, while discrimination involves unfair treatment based on gender, race, age, disability, religion, or other protected attributes. Harassment refers to unwelcome conduct that causes intimidation or distress. Any individual experiencing or witnessing such behaviour is encouraged to report incidents to the Student Services Officer (SSO). KOIC offers support services, mediation, and counselling, and takes disciplinary action where necessary.
Regular training and awareness programs are conducted to promote a respectful learning environment.

What to Do If You Experience or Witness Bullying or Harassment

1. Address the Issue (if safe to do so): If comfortable, tell the person that their behaviour is inappropriate and ask them to stop. If you do not feel safe addressing it directly, proceed to the next step.
2. Report the Incident: Report bullying, discrimination, or harassment to the Student Services Officer (SSO) or through KOIC's complaints system. Reports can be made in writing, anonymously, or through a formal complaint process.
3. KOIC Response: KOIC will investigate all reports confidentially and fairly. Support services such as counselling, mediation, and academic adjustments will be offered to affected individuals. Disciplinary action may be taken against perpetrators, including warnings, suspension, or cancellation of enrolment.

Who to Contact

- Student Services Officer (SSO): First point of contact for reporting bullying and harassment.
- Compliance Officer: Oversees policy enforcement and investigations.
- Counselling Services: Available through KOIC or external partners for emotional support.

Key Emergency Contacts for All Situations

Service	Contact Information
Emergency (Police, Fire, Ambulance)	000
Student Services Officer (SSO) / Compliance Officer	(02) 9163 8903
Sexual Assault & Domestic Violence Support (1800 RESPECT)	1800 737 732
Lifeline (Crisis Support)	13 11 14
Mental Health Support (Beyond Blue)	1300 224 636
NSW Rape Crisis Centre	(02) 9819 6565
Legal Aid NSW	1300 888 529

CONTINUOUS IMPROVEMENT

At KOIC continuous improvement is embedded in all aspects of academic delivery, student services, and operational management. KOIC is committed to regularly evaluating and enhancing its processes to ensure compliance with regulatory requirements and to improve student experiences and learning outcomes. KOIC tracks student outcomes, validation results, and complaints data. Outcomes are reviewed by the Academic Governance Committee and published in the annual Quality Indicator Summary. Feedback from students, staff, and industry stakeholders is actively collected through surveys, consultations, and quality reviews.

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Students are encouraged to contribute to this culture of improvement by providing feedback through structured evaluations and engagement opportunities, such as:

- Providing feedback through structured student evaluations and surveys.
- Participating in student consultations and focus groups to discuss learning experiences.
- Engaging in course and trainer reviews, offering constructive suggestions.
- Reporting issues or concerns related to training, assessment, or student services.
- Contributing to industry engagement activities that shape curriculum relevance.

KOIC ensures transparency by documenting changes, communicating improvements to stakeholders, and continuously monitoring the effectiveness of implemented actions. Through this structured approach, KOIC fosters a dynamic learning environment that evolves in response to student needs, industry trends, and best educational practices.

Complaints & Appeals

Complaints Process

KOIC encourages students to resolve concerns informally where possible. If an informal approach does not lead to resolution, students may submit a formal complaint using the **Improvement Action Complaint Form**, available on the KOIC website.

Academic Complaints (e.g., assessment outcomes, course delivery)

1. **Informal Resolution**: Discuss the issue with your trainer or assessor (VET) or teacher (ELICOS).
2. **Formal Complaint**: If unresolved, submit a written complaint to the Director of Studies (VET or ELICOS) within five (5) business days.
3. **Meeting**: The Director of Studies will meet with the student within five (5) business days to seek resolution.
4. **Escalation**: If the matter remains unresolved, it is referred to the Quality Management Team (QMT), including the CEO.
5. **External Mediation**: If no resolution is reached internally, the student may request external mediation within ten (10) business days.

Non-Academic Complaints (e.g., enrolment, services, staff behaviour)

1. **Informal Resolution**: Discuss the issue with the **Student Services Officer (SSO)**.
2. **Formal Complaint**: If unresolved, submit a written complaint using the Improvement Action Complaint Form.
3. **Assessment**: The **QMT** reviews the complaint. Urgent matters (e.g., safety or discrimination) are escalated to the **CEO** within **24–48 hours**; other matters are investigated within **ten (10) business days**.
4. **Escalation**: If unresolved, the CEO will review the matter.
5. **External Mediation**: If the student is still dissatisfied, they may access external resolution options.

Support services (e.g., interpreters, advocates, reasonable adjustments) are available to assist throughout the process. All complaints are treated with confidentiality and are recorded for quality assurance and continuous improvement.

Appeals Process

Students may appeal a decision (e.g., assessment result, disciplinary action) where they believe a mistake, bias, or unfair process

occurred.

1. **Submit in Writing**: Complete and submit the **Appeals Form** within **20 business days** of the original decision.
2. **Independent Review**: An impartial staff member not involved in the original decision will assess the appeal.
3. **Reassessment (if required)**: Additional assessment or clarification may be arranged.
4. **Further Escalation**: If still unresolved, students may request **external mediation** via a third-party agency.

KOIC ensures that appeals are resolved promptly, fairly, and in accordance with natural justice. Support is available, and outcomes are communicated in writing. Records are kept securely for five years.

External bodies include:

- ASQA – www.asqa.gov.au
- National Training Complaints Hotline – 1800 000 674
- NSW Ombudsman (Domestic Students)
- Commonwealth Ombudsman (International Students)

Full details are available in the **KOIC Complaints and Appeals Policy** on the website and from Student Services.

KEY CONTACT DETAILS

King's Own International College (KOIC)
Level 7, 11-17 York Street, Sydney NSW 2000

Student Services Officer

Email: sso@koic.nsw.edu.au

Phone: **(+61) 2 9163 8903**

Director of Studies VET

Email: vanessa@koic.nsw.edu.au

Phone: **(+61) 2 9163 8903**

Director of Studies ELICOS

Email: savvas@koic.nsw.edu.au

Phone: **(+61) 2 9163 8903**

Web: www.koic.nsw.edu.au

RTO 90982 | CRICOS Provider Code 02599C

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DECLARATION OF UNDERSTANDING

I, _____ acknowledge that I have received, read, and understood the **King's Own International College (KOIC) Student Handbook 2025**. I understand that the handbook provides important information regarding my rights, responsibilities, and obligations as a student at KOIC, including but not limited to:

1. **Enrolment and Academic Expectations** – Course requirements, attendance obligations, assessment policies, and academic integrity standards.
2. **Student Conduct and Behaviour** – Adherence to KOIC's policies on respect, inclusivity, and appropriate behaviour on campus.
3. **Fees and Refund Policy** – Understanding tuition and non-tuition fees, payment schedules, and the refund process.
4. **Student Support Services** – Awareness of available academic, personal, and career support services and how to access them.
5. **Complaints and Appeals** – Understanding the process for raising academic and non-academic grievances.
6. **Workplace Health and Safety (WHS)** – Acknowledging KOIC's commitment to a safe and secure learning environment and my responsibility to follow all safety procedures.
7. **International Student Obligations (if applicable)** – Understanding my visa conditions, attendance requirements, and reporting responsibilities.

By signing this declaration, I confirm my commitment to comply with KOIC's policies and procedures. I acknowledge that failure to meet my obligations may result in disciplinary action, including suspension or cancellation of my enrolment.

If I require clarification or assistance regarding any aspect of the handbook, I understand that I can seek support from KOIC's Student Services Officer (SSO), sso@koic.nsw.edu.au

Student Name:	
Student ID:	
Course Enrolled:	
Signature:	
Date:	