



INTERNATIONAL HANDBOOK

2024-2025

Provider No. 40636

Kool Kids Training College Pty Ltd aft
Kool Kids Training College No. Trust
ABN 341 598 636 08

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Introducing KKTC

Kool Kids Training College (CRICOS Code: 03515D) is pleased to offer international students the opportunity to enroll with the college in 2024. We have established a market leading reputation in domestic student training for over 10 years and we continue to support students from around the world to train with us!

The Gold Coast is a great place to live, work and train. We strive to make the experience the BEST it can be. Our commitment starts with you – our student. We want the experience to be like no other.

KKTC is a specialist training college offering the CHC30121 Certificate III in Early Childhood Education and Care and the CHC50121 Diploma of Early Childhood Education and Care qualifications. (CRICOS Code: 03515D). We take our responsibility for training and developing future educators in the early learning sector very seriously. There is nothing more important than the development and nurturing of children.

We are focused on quality, and we deliver resources and training materials that have been written 'in house' from an early learning specialist. We reinforce this with a commitment to high levels of contact and centre-based mentoring for our students.

We provide a supportive environment for our students so that they can achieve their professional and personal goals. We firmly believe this model featuring a commitment to regular centre-based mentoring and phone/email support in between visits to give each student the opportunity to evolve and develop in an environment which supports and develops their strengths, aspirations and career path.

KKTC's student-centric training methods; in tandem with access to the best on-site hands-on training facilities allows an educational training package that is structured to meet the current needs and regulations of the ACECQA, regulator of the Childcare sector. KKTC's training facilities are all fully air-conditioned with easy access to public transport.

Head Office



106 Queen Street
Southport QLD 4215



1300 048 133



admin@kktc.com.au

Monday – Friday 8:30am to 4:30pm
AEST (excluding public holidays)

Our Team's Commitment to Being the BEST

CEO and College Manager Sam Hendry, along with KKTC's team of qualified trainers, are proud to bring many years of successful industry experience and management to training in Early Childhood Education and Care.

The management team at KKTC possesses extensive industry knowledge from owning and operating Early Learning Centres and has brought a fresh industry perspective to training future leaders in the Early Childhood Education and Care sector. With their qualified and experienced base of Trainers and Assessors, there is a strong ambition to make KKTC the BEST Children's Services RTO in Australia.

KKTC offers two Early Childhood Education and Care qualifications: the Certificate III and the Diploma.

- **CHC30121 Certificate III in Early Childhood Education and Care**
38-week duration (including holidays)
- **CHC50121 Diploma of Early Childhood Education and Care**
56-week duration (including holidays)

For the most current list of courses available to International Students, visit:

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03515D>

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

For the most up to date Course details including costs and durations visit our website

<https://www.kktc.com.au/> and our listing on training.gov.au:

<https://training.gov.au/Organisation/Details/40636>.

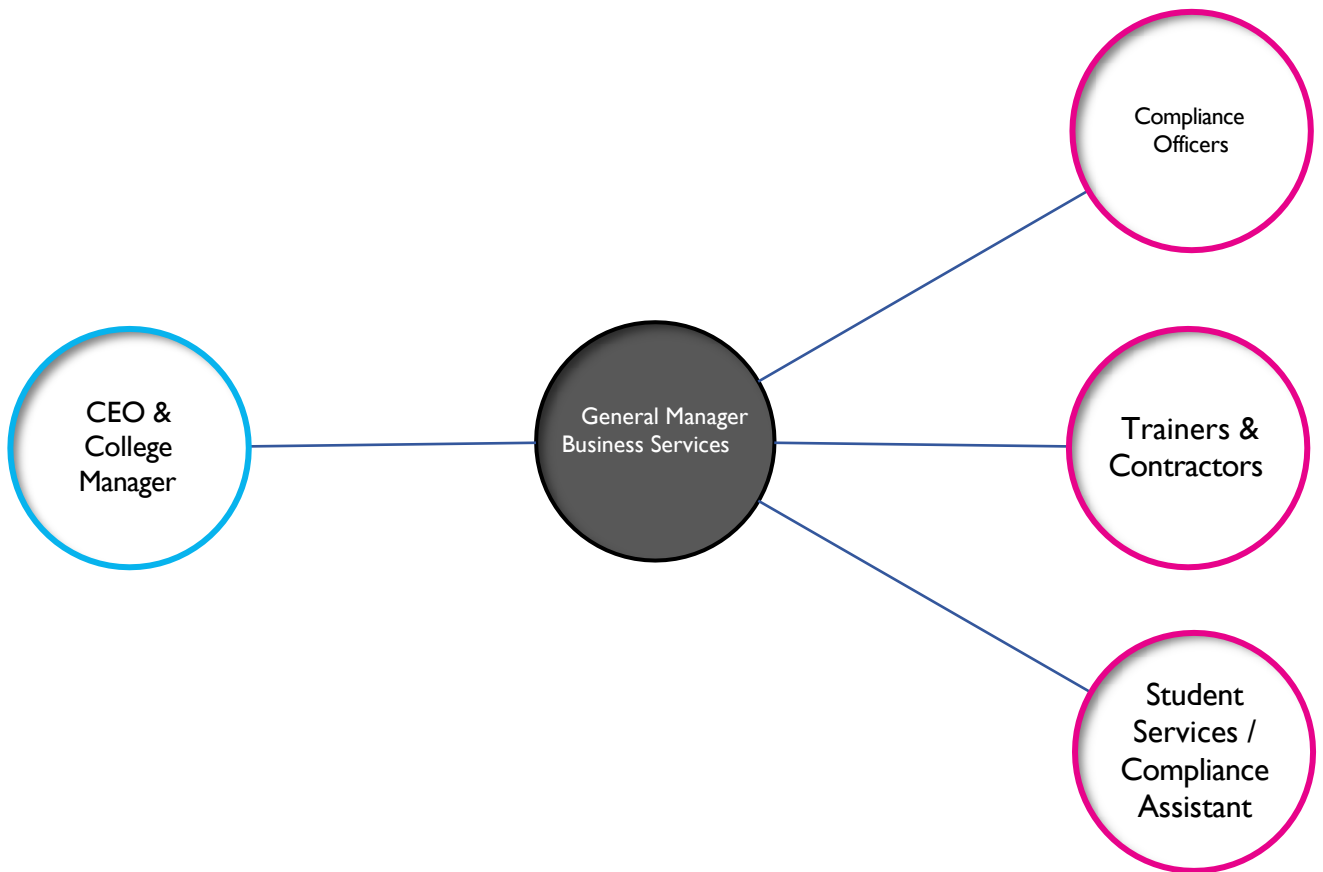
Students must attend a minimum of one day per week in class, one day per week completing their Vocational Placement at an Early Education and Care Service and 5 hours study per week at home. A total of 20 hours of training/study time per week for the duration of the course.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study (as relevant), please refer to the individual course marketing material found on our website.

Fees are subject to change.

KKTC has no agreements with any other party in the delivery of any of its courses.

KKTC Organisational Chart



Our Core Values

KKTC is committed to the following core values:

- ✓ Professionalism: we are passionate and determined to support the growth of the Early Childhood Education and Care Industry.
- ✓ Team: we are committed to each other.
- ✓ Quality: what we do, we do well instilling the best work practices and knowledge of the Early Childhood Education and Care industry into everything we do.
- ✓ Trust: we are trusted by our students.
- ✓ WOW: we deliver WOW every day – to be the best we offer the best curriculum and learning environment whilst having fun at every opportunity.

Early Childhood Education and Care Training Packages

From January 2022, KKTC are delivering the new training package for Early Childhood Education and Care Certificate III and Diploma qualifications.

New students will be enrolled into the new qualifications: CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care.

New Training Packages:

CHC30121 Certificate III in ECEC

- | | |
|---|---|
| <ul style="list-style-type: none"> • 17 units • 160 work hours • 38 weeks duration
(including 2 weeks holiday) | <ul style="list-style-type: none"> • Classes: <ul style="list-style-type: none"> • Every Tuesday
8:30am – 4:30pm at KKTC Head Office • Additional Study: 5 hours per week |
|---|---|

CHC50121 Diploma of ECEC

- | | |
|---|--|
| <ul style="list-style-type: none"> • 15 units • 280 work hours • 56 weeks duration
(including 10 weeks holidays) • Entry requirement: <ul style="list-style-type: none"> • must have CHC30113 or CHC30121 Cert III in ECEC) | <ul style="list-style-type: none"> • Classes: <ul style="list-style-type: none"> • Every Thursday
8:30am – 4:30pm at KKTC Head Office • Additional Study: 5 hours per week |
|---|--|

Australian Vocational Education and Training

Australia's Vocational Education and Training (VET) sector is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions. Australian governments (Federal and State) provide funding, develop policies, and contribute to regulation and quality assurance of the sector. Industry and employer groups contribute to training policies and priorities, and in developing qualifications that deliver skills to the workforce.

A Registered Training Organisation (RTO) is a vocational organisation which provides students with training that results in Qualifications or Statements of Attainment. These are recognised and accepted by industry and other educational institutions throughout Australia. All RTOs in Australia and the qualifications they are registered to deliver are listed on a national database, www.training.gov.au

KKTC uses the ASQA Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. The standards protect the interests of all students in Australia's VET system.

Student Responsibilities

1. Students must not help or receive assistance from another student unless the assistance is authorized by the RTO-CEO.
2. Students must be responsible for their own equipment and advise the RTO trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
3. Students must not bring any materials into the examination room other than those specified by the RTO trainer.
4. Students are expected to respect other teaching can take place freely, safely and without impediment due to the misconduct of others.
5. Students are to respect the trainers delivering the training and follow any reasonable requests the trainers may direct as part of the learning.
6. Disruption to other students or failure to participate by any student will see that student disciplined.
7. Disciplinary procedure will include a formal warning, in extreme cases the student may be withdrawn from their enrolment by the RTO.
8. If disciplinary action is taken, the RTO CEO will notify the student of the reason for the action.
9. A verbal warning will be given to the student and documented on their student file.
10. Where the behavior continues after the verbal warning, the RTO-CEO will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on their student file,
11. In the event that the behavior continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student file.
12. If the student wishes to express a complaint in relation to the disciplinary action taken, the student has the opportunity to follow the RTO's complaints procedure (Refer to Complaints Procedure).
13. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress their course.

Confidentiality

At all times, strict confidentiality is to be observed. Students must not discuss, at any time, any issues raised at disciplinary meetings, or any other issues raised with them with any other student or other persons outside the Training College. If this confidentiality clause is broken it may result in instant disqualification from training.

Students are also to remember the confidentiality of the staff and children they will encounter during the vocational placements.

RTO Responsibilities

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
3. Past misconduct is not evidence that Students have behaved in the same manner again
4. Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct

All letters and requests will be kept on the student file

Notification and Appeal

1. Students will be notified in writing of penalties as a consequence of general/academic misconduct
2. The grounds for appeal are:
 - Procedural irregularities and/or
 - Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing to the RTO CEO within 20 working days of the date of Students being notified of the consequence.
4. Students will be notified in induction on how to deal with the use of information that they may use during the Training period.

QLD Blue Card

Volunteers, employed staff, and trainee students need a blue card if their work includes, or is likely to include:

- working as an educator in an education and care service, or
- carrying out work at an education and care service premises while children are being educated and cared for at the premises, or employment where the usual functions include, or are likely to include, providing education and care in the course of a commercial service, other than an education and care service.

NSW Working With Children Check

(WWCC) is a requirement for anyone who works or volunteers in child-related work in NSW. It involves a National Police Check (criminal history record check) and a review of reportable workplace misconduct. The outcome of a check is either a clearance to work with children or a bar against working with children. If cleared, your check will be valid for five years, however it will be continuously monitored for any new to ensure that the check remains current.

If you're applying because you're a paid employee or self-employed, there's a fee for the WWCC. If you're a volunteer, a student on a professional placement, potential adoptive parents or an authorised carer, you won't need to pay the fee.

Students in NSW are required to obtain a Working With Children Check. This is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct. Should a student change from a volunteer to paid work, details will need be updated. Click on the following link for details - NSW Working with Children check

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Individual Support

We aspire to teach, motivate and inspire students to reach their highest stage of personal development and growth. Throughout your training, you'll have the opportunity to be taught and mentored by qualified early childhood sector leaders.

Monitoring of student welfare and supporting students who may be having problems/issues that with progression in their training is part of our training focus. We will endeavor to assist you to resolve any problems which could impede your successful completion of your training. Career counselling with regards to further training and employment pathways is also part of the support our staff are empowered to offer you during your time with the College.

Where necessary, KKTC will make arrangements or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

Language, Literacy and Numeracy

LLN evaluations are part of the enrolment application process. The evaluation is based upon the criteria or industry requirements/tasks to assist in identifying areas where the RTO may need to provide extra Assistance to the student so students can achieve the best outcome in the course.

All KKTC trainers will do their best to ensure that all Learners are supported throughout their learning and will assist students with barriers including difficulties with language, literacy, and numeracy skills (LLN) to achieve competency against the relevant criteria.

Where necessary, KKTC will arrange or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

ID Cards

You will be issued with a photo-ID card within 14 days of your enrolment. Please keep this on you at all times.

Who Needs a USI and Why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Since 1 January 2015, USI will give you access to an online record of the training you have done. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Getting a Unique Student Identifier (USI) is quick, easy and free. Follow the steps below to create your USI. Find out how to create a USI on behalf of another person.

1. Have a valid form of ID (we accept many forms of ID. If you do not have one of these forms of ID contact your education or training provider for assistance).
2. Go to the USI Registry System.
3. Agree to the terms and conditions (if you have previously agreed to the terms and conditions, you might not see this step).
4. Select Create USI.
5. Select your evidence of identity document (see the types of ID you can use).
6. Enter your personal details exactly as they appear on your form of ID. If the name you use for business or official purposes is not the name on your form of ID, you can choose to enter this in the preferred name field.
7. Enter your contact details, including at least two contact methods.
8. Confirm your identity. The USI Registry System will check and confirm your identity using the 'Documentation Verification Service' (DVS).
9. Secure your account with a USI password and check questions.

Using below link you will be able to apply for your USI

<https://www.usi.gov.au/students/get-a-usi>

Managing Your Information

It is imperative that if any of your details change that you notify KKTC as soon as possible. Or if you find any error in the records please advise us immediately so that the changes can be made. Examples of information that may change:

- Current Address Changes
- Change of contact number
- Change of email address

Plagiarism, Collusion, and Cheating Definitions

- **Plagiarism** is to take someone's words or ideas or other materials and present them as your own.
- **Collusion** is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include: unauthorized and unacknowledged joint authorship in an assessment task, unauthorized and unacknowledged copying or use of material prepared by another person for use in assessment.
- **Cheating in an examination** is to seek to obtain an unfair advantage in an examination or test.
- Using **Chat GPT (Artificial Intelligence)** or any other similar program is not allowed and will be seen as cheating if found guilty.

The RTO requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.

Credit Transfer

Credit Transfer applies when you have recently completed formal studies with another education provider and already been assessed as competent in a unit that is listed within your course.

Credit Transfers can be granted when the unit has exactly the same code and title. KKTC will recognise AQF and VET qualifications and VET Record of Results (Credit Transfer) issued by any other RTO.

Course Credit/ Recognition of Prior Learning

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

RPL is an assessment process so therefore must adhere to the requirements of assessment: as part of the RPL assessment. The RPL process applies to all students who:

- Are enrolled in courses (including government subsidised funding, fee for service, and international, leading to a nationally recognised Vocational Education and Training (VET) qualification or statement of attainment; and
- Seek recognition for skills and knowledge previously gained through experience in the workplace, volunteer work, social or domestic duties or through formal and informal studies. RPL may reduce the length of a student's course.

KKTC requires students to complete the Application for Recognition of course credit/RPL form for assessment by the relevant trainer/assessor. Evidence is required to substantiate previous knowledge/qualifications.

KKTC may require students to complete an assessment to demonstrate competency.

If KKTC grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our Course Credit Policy.

Note to Trainer/Assessors and other students

Please remember that the KKTC is committed to delivering quality education and training. If the students is experiencing any difficulties during their program of study remind them to request assistance about your concerns with the relevant students or Management.

Records

All complaints and appeals records will be securely stored and maintained as per Kool Kids Training College's records management policy.

Reasonable Adjustment

Is the term used to describe actions or changes which may be required to enable staff and student participation on the same basis as other staff and students. Lack of provision of reasonable adjustment might constitute discrimination.

Is the term used to describe actions or changes which may be required to enable staff and student participation on the same basis as other staff and students. Lack of provision of reasonable adjustment might constitute discrimination.

Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances has a negative impact on staff/student participation or achievement. Such characteristics and circumstances include having a disability, carer responsibilities, cultural or religious obligations, being Indigenous, having English as a second language.

There is no set definition of what is a 'reasonable' adjustment. Each situation needs to be considered in its own circumstances and on its own merits.

Enrolment Process

Upon request, enrolment forms are forwarded to prospective students or a face to face consultation with the prospective student will be scheduled. The enrolment kit contains the following information:

1. All enrolment forms which are required for a particular course including the LLN. Furthermore, in QLD the college will provide a link to an application form for a Blue Card.
2. Course Guide/Fees information (which includes information regarding courses including course fees)
3. Students will be given the opportunity of paying full fees up front or entering a payment plan (if the amount is above the minimum amount for a payment plan.)
Note – when KKTC collects student fees in advance it accepts payment of no more than \$1500 from each individual student.
4. Students will be provided with information regarding the refund policy and procedures (Refer to the Refund Procedures contained in this handbook and available on the college website)
5. Student will complete pre-enrolment checklist on enrolment

PLEASE NOTE: Queensland Students must obtain a Blue Card within 6 weeks of commencing their studies or else their enrolment with KKTC may be cancelled.

Sign Up Process

1. Complete KKTC International Student Enrolment Form
2. Submit your Enrolment Application Form
3. KKTC will review the Application
4. If application is successful KKTC will issue a Letter of Offer (with or without conditions)
5. Once we receive a signed Acceptance of Offer and the payment required, we will create a Confirmation of Enrolment (COE) on Prisms and email a copy to the student, to enable them to apply for their visa.
6. Signed offers will be completed via KKTC online portal can be emailed with evidence of payment.
7. Student will then take the COE to their local immigration office and apply for a student visa, apply online or via an agent
8. If required, KKTC will set up Students Payment plan and ask Student to sign the Form and send back within 5 days.
9. Once the visa is issued, Students must attend their compulsory orientation at KKTC Head Office.

Student Employment Survey

KKTC will send out a student training and employment survey after a student complete or discontinues their training. students will be required to be complete this form before any statement of attainments/Certificates will be issued.

Student Vocational Placement

KKTC will assist in gaining a suitable vocational placement (if required) and request all students discuss placement options and requirements with their relevant trainer or College Manager. KKTC will take out necessary insurance to cover such students while working as voluntary staff in a third-party facility.

The duration of vocational placement is 160 hours for the CHC30121 Certificate III in Early Childhood Education and Care (CRICOS Code: 03515D) and 280 hours for the CHC50121 Diploma of Early Childhood Education and Care (CRICOS Code:03515D). However, KKTC requires its students to complete 1 day (8 hours) of placement in an Early Childhood Education center for the duration of the course (Excluding holidays).

Kool Kids Training College require students to attend one day per week (paid or un paid) in the centre throughout their qualification to complete all the required practical tasks.

All placement students must have a current Blue Card (QLD) or Working with Children Check (NSW) before commencing placement. International students **MUST** have this in place before they can commence the course.

First Aid

HLTAID012 Unit describes the skills and knowledge required to provide a first aid response to infants, children and adults. The unit applies to educators and support staff working within an education and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.

This unit of competency may contribute towards approved first aid, asthma and anaphylaxis training under the Education and Care Services National Law, and the Education and Care Services National Regulations (2011).

KKTC delivers First Aid via an external contractor.

Insufficient Funds Fee

Students must always have sufficient funds for all direct debits. In the event that a student has insufficient funds, and the payment is unable to be processed, the training college will charge a nominal fee as detailed on the college website.

Training Record Book

The College training record allows parties the opportunity to discuss training and ensure the student is receiving the full range of work and progressing satisfactorily. Upon completion of each unit of competency, the training record will be signed by all parties to ensure all parties agree that the student is competent in the unit.

The KKTC log book is where the student must document the required hours for their qualification– CHC30121 Certificate III in Early Childhood Education and Care (160hrs) (CRICOS Code:03515D) and CHC50121 Diploma of Early Childhood Education and Care (280 hours) (CRICOS Code:03515D).

Process for Making Application Refund

- Students must make application for refund in writing on the Application for Refund form to the CEO outlining the reasons for requesting the refund.
- Refund requests for full or partial refunds must:
- set out the reasons for the request; and
- be accompanied by supporting documents as may be appropriate; and include:
- date of the claim
- full name of student
- course in which the student was enrolled.
- basis for making the claim.
- amount claimed.
- address to which the refund is to be forward.
- student's payment details
- student's signature; and
- all documents relevant to consideration of the claim

Issuing of Qualifications

KKTC issues Certificates and Statements of Attainment to students who meet the required standards of a Qualification or Unit of Competency in accordance with the AQF and acknowledges that Certificates and Statements of Attainment are nationally recognised.

If you complete a unit/s of competency within a nationally recognised qualification you are eligible for a Statement of Attainment.

KKTC will issue all AQF certification documentation to the student “within 30 calendar days of the learner being assessed as meeting the requirements of the training course if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid” in accordance with Standard 3.3 or the Standards for RTOs 2015.

Student Name on Certificate

It is a legal requirement for certificates to be issued with your legal name. A Certificate or Statement of Attainment is an important legal document and is also a legal endorsement of the completed qualification. Further, it is often the required qualification for acceptance or registration with a professional body. For these reasons, your name on your enrolment form (which is where we source details for qualifications) should reflect your legally recorded name.

We can accommodate requests for the use of a preferred name for normal student/trainee correspondence, but the records and certification must reflect your legally recorded name.

Re-issuing of Qualifications

KKTC incurs costs associated with the issue of Certificates and Statements of Attainment to student. In some cases, these documents are issued by us in conjunction with or on behalf of government agencies who charge us for this service. These costs are included with your course fees.

Where a student requires re-issue of a qualification or statement of attainment, all requests must be accompanied by a fee payment of \$30 per qualification. Requests for re-issue of qualifications will be completed within five (5) business days of receiving payment.

Students seeking waivers from this re-issue fee should direct their enquiry to the KKTC CEO.

Overseas Health Cover

In Australia, Overseas Student Health Cover (OSHC) is a mandatory requirement of your student visa. You must have OSHC for the entire time you are studying here. OSHC also gives you peace of mind knowing your health will be looked after you can easily access medical services while you are in Australia – so you can focus on your studies and enjoying your time here. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. It is a requirement for all international students to show evidence of current Overseas Health Cover for the duration of their Visa.

How do I get OSHC?

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and evidence of the same. If you do not buy your OSHC through the College you must provide evidence of your insurance no later than at Orientation.

Students can also purchase their OSHC through their Education Agent or contact us directly; however, evidence will be required during enrolment that students have sufficient cover.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

Medibank Private: www.medibank.com.au

NIB: <https://www.nib.com.au/overseas-students>

Allianz: <https://allianzassistancehealth.com.au/en/student-visa-oshc/get-your-price/?AgentId=267773>

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Some students may be exempt from requiring OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further Information can be found at:

<https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>

OSHC COMPARISON TOOL

<https://oshcaustralia.com.au/en>

COMPREHENSIVE QUESTIONS AND ANSWERS

<https://oshcstudents.com.au/oshc-frequently-asked-questions/>

AUSTRALIAN LAWS AND TRAVEL TIPS

Below is a link to Australian Government Legislation both Commonwealth, State and Territory:

<https://www.australia.gov.au/information-and-services/public-safety-and-law>

AUSTRALIAN GOVERNMENT TIPS FOR TRAVELLERS

<https://smartraveller.gov.au/guide/all-travellers/everyone/Pages/advice-for-all-travellers.aspx>

AUSTRALIAN FACTS AND HISTORY

This provides information on Australian history, facts about Australian, currency, exchange rates, weather and more.

<https://www.australia.gov.au/about-australia/facts-and-figures>

STUDENT ACCOMODATION OPTIONS GOLD COAST

<https://www.studygoldcoast.org.au/live/student-accommodation/>

Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

- Complete the course within the duration specified on the CoE
- Maintain satisfactory academic progress.
- Maintain satisfactory attendance.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless released from the college to attend CRICOS registered school.

Also Refer to our progression policy at

https://kkctc.assessment.com/form_records/new_public?form_id=2792

- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

SAFETY

We take you/your child's safety seriously, so we strongly advise you to read all of the links below to be very well informed on all aspects of your safety prior to coming to Australia. The links below also cover health insurance and other useful information for you to reference.

Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safety as well as becoming aware of sun safety. If you have any difficulty assessing these links please advise the College to enable us to assist you.

For more information on this please visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

SAFETY TIPS FOR STUDING IN AUSTRALIA

<https://www.studiesinaustralia.com/blog/about-australia/safety-tips-for-studying-in-australia>

SUN AND WATER SAFETY

<http://www.goldcoast.qld.gov.au/thegoldcoast/beach-water-safety-3240.html>

FIRE SAFETY:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire>

EMERGENCY INFORMATION:

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/emergencies>

PERSONAL SAFETY:

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/how-to-keep-safe>

If you are planning to travel during your holiday breaks, please ensure you are aware of any possible health risks for that area.

Other Important websites:**Overseas Students Ombudsman**

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as <https://www.homeaffairs.gov.au/> for the latest information.

STUDENT VISA DETAILS

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

Working in Australia

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.

Pay rates and workplace conditions are set by Australian law.

The Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations and has workplace information translated into different languages. Your rights and protections include workplace health and safety matters.

Refer: <https://www.fairwork.gov.au/employee-entitlements>

Your employer cannot cancel your visa.

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia. Keep a diary of days and hours worked, keep copies or records of employment details, pay slips, agreements, superannuation and tax documents.

NOTE: If you are 'working' by doing housekeeping/cleaning for your food and room, that is still considered by the Department of Immigration as working. The amount you work then is to be deducted from the total 48 hours per fortnight maximum you are allowed to work. You may also be entitled to superannuation payments for this kind of work. If unsure contact the Department of Immigration and Fair work.

Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links.

<https://calculate.fairwork.gov.au/>

<https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>

Contact the Fair Work Ombudsman

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their anonymous reporting service.

Fair Work Ombudsman

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

Working Conditions for student Visa Holders

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders#:~:text=To%20see%20the%20work%20conditions,days%20starting%20on%20a%20Monday>

Pre-arrival and Arrival Information

Important Information & Emergency Contacts

General Contact Details including phone & email

Address - 106 Queen Street Southport

Phone -07 5532 5601

International Student Coordinator

admin@kktc.com.au

Phone -07 5532 5601

Important Telephone Numbers

IN THE CASE OF EMERGENCY DIAL 000 or 112 from a mobile phone for Police, Fire or Ambulance

Department of Home Affairs Offices in Australia:

<https://www.homeaffairs.gov.au/help-and-support/contact-us>

Hours of operation 8.30 am to 4.30 pm Monday to Friday
Phone: 131 881

BRISBANE OFFICE

Street address 299 Adelaide Street Brisbane QLD 4000

Counter hours 9 am to 4 pm Monday to Friday

Immigration Offices Outside of Australia - <https://dfat.gov.au/pages/default.aspx>

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <https://dfat.gov.au/about-us/ourlocations/missions/Pages/our-embassies-and-consulates-overseas.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR (03) 9822 0604

India (02) 6273 3999

Greece (03) 9866 4524

Indonesia (03) 9525 2755

Japan (03) 9639 3244

Korea South (02) 6273 3044

Malaysia (03) 9820 0921

Taiwan (03) 9650 8611

Thailand (03) 9650 1714

Vietnam (02) 6268 6059

For a complete list of foreign embassies in Australia visit:

<https://protocol.dfat.gov.au/Public/MissionsInAustralia>

Arranging Travel:

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. Once you know your travel details you should advise the College.

Airport Arrival options:

You should fly into Brisbane International Airport Visit <http://bne.com.au/> or Gold Coast Airport - <https://www.goldcoastairport.com.au/>

On arrival you can catch a Taxi, Uber or train/bus to your accommodation.

Things to Do: Before Leaving Home:

- Apply for passport
- Arrange your student visa
- Make contact with College
- Complete required forms with College

- Complete required forms with College
- Make payments to the College
- Arrange for immunisations and medications from Doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements.....
- Arrange travel insurance / OSHC
- Advise the institution of your travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - » Name and contact details of a College representative
 - » Enough currency for taxis, buses, phone calls etc. in the event of an emergency
 - » Important documents:
 - › THIS HANDBOOK!
 - › Passport
 - › Letter of Offer & Agreement
 - › Confirmation of Enrolment (eCoe)
 - › Certified copies of qualifications & certificates
 - › Travel insurance policy
 - › ID cards, driver's license, birth certificate (or copy)
 - › Receipts of payments made to the College
 - › Medical records and / or prescriptions.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Upon Arrival in Australia:

- Call home
 - Settle into accommodation
 - Contact College
 - Purchase household items and food
 - Enrol children in school (if applicable)
 - Attend international student orientation at College (compulsory)
 - Advise College of your Australian address, phone and email
 - Get student ID card
 - Advise health insurance company of address & get card
 - Open a bank account
 - Attend faculty/course specific orientation sessions
 - Get textbooks
 - Start classes
 - Apply for tax file number (if seeking work)
 - Get involved in student life and associate
- (e.g. join library, music, sporting and cultural clubs).
- Keep copies of all payments you make to the College
 - Keep a copy of your Student Contract

What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information visit the Australian Customs website: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/overview> and the following hyperlinks.

Individuals and Travellers

Visit the following hyperlinks for more information:

- Visiting Australia
- Bringing Items into Australia / Entering or Leaving Australia
- Moving to Australia
- Visa support
- Importing or buying from overseas
- Studying in Australia
- Working in Australia
- Visas
 - » Check your visa and work entitlements (VEVO)

KKTC Learning Facility

KKTC has an Innovative learning centre that is a highly engaging learning environment with access to audio visual and Wi-Fi facilities along with an onsite practical/simulation room for skills development.

KKTC is connected with many of the Gold Coast leading Early Education and Care centres, students will be placement in these centres to complete vocational placement.



KKTC Eligibility Requirements

- English Entry Requirements- Demonstrate English Language proficiency at IELTS 6.0 (No band lower than 5.5) or equivalent for entry into Certificate III course; Kool Kids Training College PTY LTD atf Kool Kids Training College No 2 Trust CRICOS Code 03515D 22
- Over 18
- Correct student Visa
- Have sufficient funds to meet course payment obligations and living expenses whilst studying with KKTC
- Must hold QLD Blue Card or the equivalence working with Children for the applicable NSW state.

NOTE: Every application is individually assessed

Delivery Time Frames

- CHC30121 -Certificate 3 in Early Childhood Education and Care – 38 weeks including 2 weeks holiday (CRICOS Code: 03515D)
- CHC50121- Diploma in Early Childhood Education and Care – 56 weeks including 10 weeks holiday. Pre-requisite: (CRICOS Code: 03515D) Student must have completed CHC30113 or CHC30121 to be eligible for enrolment in CHC50121.
- Student Orientation is conducted every two-three weeks

English Language Support

KKTC have affiliation with English language schools on the Gold Coast and Brisbane that can assist you with your English. Please contact Student services for more information.

Additional Fees

- There may be an additional cost to the student if the following occurs:
- Lost Statement of Attainment requires a re issue
- Lost Student Identification Card requires a re issue
- Credit Card Payments
- Insufficient bank funds
- Non-refundable Enrolment fee

University Pathways

KKTC has ongoing relationships with Gold Coast region Universities, and you may be granted credit Points or exemptions towards a bachelor's degree when you study with us.

KKTC Qualification	University Degree	Credit	Duration to Complete
<p>CHC50121 Diploma of Early Childhood Education and Care including CHC30113 Certificate III in Early Childhood Education and Care</p> <p>CRICOS CODE 03515D</p>	<p>Griffith University</p> <p>1095 Bachelor of Child and Family Studies</p> <p>CRICOS Code: 069965K</p>	<p>Up to 80cp</p> <p>Conditions: Qualifications predating CHC30121 and CHC50121 are evaluated on a case basis for credit towards a Griffith University degree. Pre-existing qualifications must be within 10 years to be eligible.</p>	<p>180cp / 2 year</p>
<p>CHC50121 Diploma of Early Childhood Education and Care</p> <p>CRICOS CODE 03515D</p>	<p>Southern Cross University</p> <p>1095 Bachelor of Child and Family Studies</p> <p>CRICOS Code: 069965K</p>	<p>5 units, of a total of 24 (60cp or 20% of the course)</p> <p>Conditions: If the CHC50121 Diploma is approved by Australian Community Workers Association (ACWA), an additional 4 units of credit will apply, bringing the total to: 9 units, of a total of 24 (108cp or 37.5% of the course)</p>	<p>19 units, (228 cp or 80% of the course) = 2.5 years full-time, 5 years part-time.</p> <p>If the CHC50113 Diploma is approved by ACWA, the duration of study will reduce to: 15 units (180cp or 62.5% of the course) = 2 years full-time or 4 years part-time.</p>
<p>Any AQF Diploma, including CHC50121 Diploma of Early childhood Education and care</p> <p>CRICOS CODE 03515D</p>	<p>Southern Cross University</p> <p>3007099 Bachelor of Arts</p> <p>CRICOS Code: 016183A OR 3007244 Bachelor of Psychological Science</p> <p>CRICOS Code 071464B OR 3007084 Bachelor of Digital Media and Communications</p> <p>CRICOS Code 091527D</p>	<p>5 units, of a total of 24 (96cp or 33% of the course)</p> <p>Conditions: If the CHC50121 Diploma is approved by Australian Community Workers Association (ACWA), an additional 4 units of credit will apply, bringing the total to: 9 units, of a total of 24 (108cp or 37.5% of the course)</p>	<p>19 units, (228 cp or 80% of the course) = 2.5 years full-time, 5 years part-time</p> <p>If the CHC50121 Diploma is approved by ACWA, the duration of study will reduce to: 15 units (180cp or 62.5% of the course) = 2 years full-time or 4 years part-time</p>

Note:

Conditions apply

Qualifications predating CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care (CRICOS Code: 03515D) are evaluated on a case basis for credit towards a Grith University degree. Pre-existing qualifications must be within 10 years to be eligible.

Frequently Asked Questions

1. Recruitment of students

KKTC recruit students either via qualified and reputable agents or on shore via their own marketing and contacts. All agents complete an application for enrolment form with detailed information and the KKTC College Manager will review applications.

2. What is KKTC's delivery method?

KKTC delivers the CHC30121 and CHC50121 via face-to-face classes. KKTC uses its online portal to release units to all students. Students will need to have either of the following to complete their qualification:

- Laptop
- iPad
- Tablet

As part of your CHC30121 Certificate III in Early Childhood Education and Care (CRICOS Code: 03515D) you will need to complete 160 hours of vocational placement and for the CHC50121 Diploma of Early Childhood Education and Care (CRICOS Code: 03515D) you will need to complete 280 vocational hours. KKTC requires its international students to complete at least 1 day (8 Hours) per week in an Early Childhood Centre for the duration of the course (Excluding holidays).

During your qualification you will be required to complete an additional 5 hours per week of study time to complete your qualification.

3. What happens when a student receives a confirmation of enrolment email?

KKTC requires all acceptance of offers to be signed and emailed to admin@kktc.com.au. Once KKTC receives your acceptance along with the required fees we will upload your signed acceptance letter to your file. A Confirmation of Enrolment will then be sent to you to take to the Immigration Office to apply for your visa.

If you have an approved Individual payment plan, payments can be made with student services. Payment plans can be made monthly in advance. All courses need to be paid 4 weeks before the completion of their course. Please note that Credit Card Payments incur (0.5% Surcharge, 0.8% AMEX).

4. How does KKTC ensure it works with reputable agents?

KKTC recruit students either via a qualified and reputable agent or they recruit students onshore or offshore via their own marketing and contacts. All agents complete an application form with detailed information and then KKTC College Manager will review their application.

Students are required during Orientation to complete a survey about their agent experience.

As part of KKTC ongoing monitoring of agents, once a year we will review the agreement with the agents and ensure they have been keeping up to date with rules and regulations.

5. What support can KKTC offer international students?

KKTC is a member of Study Gold Coast. Study Gold Coast is the peak education and training body for the Gold Coast, promoting the Gold Coast as the ideal destination for education on a domestic and international scale.

Part of Study Gold Coast strategy is to offer international Students services and activities designed to help them to adjust their life to living and studying on the Gold Coast.

For further information on international student services please review the with the below websites:

<https://www.studygoldcoast.org.au/>

<https://www.goldcoaststudenthub.com/>

- Study in Australia

<http://www.studyinaustralia.gov.au/>

- Living in Australia

<https://www.livingin-australia.com/>

- Life in Australia Book

https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf

Translated versions are also available on this page.

Please take the time to review the below information about the cost of living in Australia. Knowing the average living costs in Australia is an important part of your financial preparation.

For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

The information below can be found using the following website:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Minimum Cost of Living

All costs are per year in Australian dollars. To convert to your own currency, visit <https://www.xe.com/> (in a new window)

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au (opens in a new window)

The Insider Guides Cost of Living Calculator is also a useful tool to help estimate your cost of living www.insiderguides.com.au/cost-of-living (opens in a new window)

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

This estimate is as at March 2024

Accommodation Options in Australia Whilst Studying with KKTC

Choosing Where to Live

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with the college your accommodation options are:

KKTC has an affiliation with a Student accommodation provider which offers a range of quality accommodation in the Gold Coast region to choose from area to choose from. Properties available will display based on your selection preferences. For more information please visit the below website.

<https://www.studentbnb.com.au/koolkids/>

Bringing Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. Fees will be charged and can vary from school to school depending on if it is a State or Private School and the location.
2. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
5. You will be responsible for the school fees and other costs including school uniforms, books, excursions and stationery.

6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

GOLD COAST SCHOOLS:

There are two types of schools in Australia – State schools and independent schools.

<https://www.australianschoolsdirectory.com.au>

Directory of State and Independent Schools Gold Coast

<https://www.australianschoolsdirectory.com.au/goldcoast-schools.php>.

Agents

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a convenient way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the college you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

Students can enrol directly to the college with no agent.

Students onshore are eligible to apply for a student visa before the visa they have entered on expires. For more details contact DHA.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

KKTC Refund Policy

To Access KKTC's Refund Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Refund Policy

https://kktc.assessapp.com/form_records/new_public?form_id=2741

Transfer Policy

Policy and Procedure

KKTC will ensure that all students will comply with the Education Services for Overseas Students Act 2000 (ESOS Act) and associated National Code of Practice 2018 (Standard 7) that requires registered providers to assess requests from students for a transfer between registered providers prior to the student completing six months of their principal program.

The principal program is the highest qualification covered by the student's visa. No restrictions apply after the student has completed six months of their principal program and no letters of release need to be sighted or produced.

To access KKTC's Transfer Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Transfer Policy

https://kktc.assessapp.com/form_records/new_public?form_id=2500

Deferral, Cancellation, Suspension or Enrolment Policy

To access KKTC's Cancellation, Suspensions or Enrolment Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Deferral, Cancellation, Suspension or Enrolment Policy

https://kktc.assessapp.com/form_records/new_public?form_id=2119

Completion Within Expected Duration

To access KKTC's Completion Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Completion Within Expected Timeframe Policy

https://kktc.assessapp.com/form_records/new_public?form_id=2792

Marketing and Advertising Policy and Procedure

To access KKTC's Marketing and Advertising Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Marketing and Advertising Policy

https://kktc.assessapp.com/form_records/new_public?form_id=2793

Complaints and Appeals Policy

To access KKTC's Complaints and Appeals Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Complaints and Appeals Policy

Australia has a national system of accrediting vocational education and training (VET) qualifications and courses. Only registered training organisations can deliver nationally recognized qualifications and accredited courses.

If at anytime you are dissatisfied with the delivery of training services, you are able to make a complaint to our CEO via the complaints form at the base of the KKTC Homepage – just visit [KKTC Complaint Form](#).

Below, you will find information on government authority linkages to submit a complaint. There are a few different government agencies and organisations looking after the different aspects of your education and training experience.

- For information about making a complaint to the Australian Skills Quality Authority – the national regulator for vocational education and training (VET) please call 1300 701 801 or visit: <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>.
- To make a complaint in QLD, you can call the Queensland Training Ombudsman on 1800 773 048 or via this link: <https://trainingombudsman.qld.gov.au/>
- To make a complaint in NSW, you can call 132 811 or visit the NSW Department of Education website at: <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/consumer-protection>

Work Placement Policy

To access KKTC's Work Placement Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Work Placement Policy

https://kktc.assessapp.com/form_records/new_public?form_id=2797

Student Support Services

To access KKTC's Student Support Services Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Student Support Services

https://kktc.assessapp.com/form_records/new_public?form_id=2799

Education Agent Policy

To access KKTC's Education Agent Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Student Support Services

<https://kktc.assessapp.com/webforms/160268/new>

Critical Incident Response Policy

To access KKTC's Critical Incident Response Policy please copy and paste the below link into your Google Chrome browser. Once the link open you will need to press the + button on the right-hand side of the screen.

Deferral, Cancellation, Suspension or Enrolment Policy

<https://kktc.assessapp.com/webforms/160275/new>

Legislation and Policies

CURRENT CRICOS legislation

- Education Services for Overseas Students Act 2000 as amended
- Education Services for Overseas Students Regulations 2001 as amended
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 - National Code 2018
- Queensland's Education (Overseas Students) Act 2018
- Queensland's Education (Overseas Students) Regulation 2018.

Also refer: National Code Fact Sheets:

- <https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

Legislation Information for International Students

Commonwealth Legislation

The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further on the ESOS Framework for Students, visit:

1. <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv-Finalcleancopy.pdf>
2. <https://internationaleducation.gov.au/regulatory-information/Pages/Information-for-Students.aspx>

In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the VET Quality Framework, and
- if offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the ELICOS National Standards.

Helpful Links

Queensland Airports

<https://www.queensland-australia.com/queensland-airports.html>

Health Care facilities gold coast

<https://www.goldcoastaustralia.com/gold-coast-healthcare.html>

Emergency department

<https://www.goldcoast.health.qld.gov.au/patients-and-visitors/coming-hospital/emergency-departments>

Gold Coast General Health

<https://www.goldcoast.health.qld.gov.au/hospitals-and-centres/gold-coast-university-hospital>

Gold Coast GPS

<https://www.goldcoasthealthcare.com/general-practitioner>

Immunisations

<https://www.goldcoast.health.qld.gov.au/our-services/immunisation>

Gold Coast Pharmacy's

<https://www.yellowpages.com.au/find/chemist-pharmacy-stores/gold-coast-qld>

Australian Customs- Entering or leaving Australia

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

Frequently asked questions – International Student Healthcare

<http://insiderguides.com.au/faq-international-student-healthcare/>

Banking and money tips while studying in Australia

<https://www.timeshighereducation.com/student/advice/guide-student-bank-accounts-australia>

Set up a bank in Australia

<https://www.finder.com.au/international-students-open-bank-account-australia>

Gold Coast Transport

<https://translink.com.au/>

Gold Coast Climate

<https://www.australia.com/en/facts-and-planning/weather-in-australia/weather-on-the-gold-coast.html>

International Travel Sim Cards

<https://intlstudents.com.au/mobile-plans/>

Gold Coast Shopping Centres

<https://www.destinationgoldcoast.com/things-to-do/shopping>

Australian road rules

<https://www.tmr.qld.gov.au/Safety/Queensland-road-rules>

Queensland public holidays

<https://www.qld.gov.au/recreation/travel/holidays/public>

Migration Agents

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

Education Agents

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Education-Agents.aspx>

Social Customs

<https://culturalatlas.sbs.com.au/australian-culture/australian-culture-etiquette>

Student Visa Conditions

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

LIFELINE:

Lifeline Australia – Suicide Prevention

Call: 24 hours, 7 days a week

Phone: 13 11 14

Website: <https://www.lifeline.org.au>

PREGNANCY HELP:

Pregnancy Help Australia (QLD, NSW, VIC or ACT)

Phone: 1300 882 436

Email: info@pregnancysupport.com.au

Website: <https://www.health.gov.au/contacts/pregnancy-birth-and-baby-hotline>

BEYOND BLUE:

Beyond Blue Australia – Depression. Anxiety.

Call: 24 hours, 7 days a week

Chat Online: 3pm -12am, 7 days a week

Phone: 1300 224 636

Website: <https://www.beyondblue.org.au/>

POISONS INFO:

Poison Information Hotline QLD

Call: 24 hours, 7 days a week

Phone: 13 11 26

Website: <https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/>

INTERPRETING HOTLINE:

Immediate Phone Interpreting

Call: 24 hours, every day of the year

Phone: 131 450 (within Australia)

Phone: +613 9268 8332 (outside Australia)

Website: <https://www.tisnational.gov.au/en>

LEGAL SERVICES:

Legal Aid

Website: <https://www.legalaid.qld.gov.au/Home>

Phone: 1300 65 11 88

COMMUNITY LEGAL CENTRES QUEENSLAND

Website: <https://www.communitylegalqld.org.au/>

Phone: 07 3392 0092

PUBLIC FACILITIES:

ATM Near You - Websites:

https://www.yelp.com.au/search?find_desc=atm&find_loc=gold%20coast

Post Office Near You – Websites:

https://www.yelp.com.au/search?find_desc=post+office&find_loc=gold+coast

STUDENTS NOTE:

I have read and understood all the information contained in this International Student Handbook, the links provided and recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- ✓ Completing the course within the duration specific on the CoE
- ✓ Maintaining satisfactory attendance and academic progress
- ✓ Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- ✓ Remain with my current education provider for 6 months of my principal course, unless issued a release from a provider to attend another college
- ✓ Notify my training provider of my Australian address and any subsequent changes of address, phone, emergency contacts/next of kin or email within 7 days.
- ✓ I am only allowed to work up to 48 hours per fortnight during college study periods.
- ✓ I have been provided in plain English with information regarding the following:
 - the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - the CRICOS course code, course content, modes of study for the course including compulsory online and/or work- based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
 - course duration and holiday breaks
 - the course qualification, award or other outcomes
 - campus locations and facilities, equipment and learning resources available to students
 - the details of any arrangements with another provider, person or business who will provide the course or part of the course
 - indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
 - the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
 - the ESOS framework, including official Australian Government material or links to this material and online
 - where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)
 - accommodation options and indicative costs of living in Australia.
- ✓ I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the hyperlinks provided.
- ✓ I am aware of my obligation to pay all outstanding course fees and understand Kool Kids Training College will pursue outstanding fees under Australian Law.
- ✓ I am aware that I can only study with a CRICOS registered provider found at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx> whilst I am studying on an international student visa in Australia.