

CODE OF PRACTICE

ref:student\Enrolment Pack\Code of Practice version 08/2016

The Rabbinical College of Australia and New Zealand will operate an institution in accordance with the aims and principles of the Constitution of the college. The Code of Practice will include the provisions contained in the "National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007" established under the federal *Education Services for Overseas Students (ESOS) Act 2000*.

A. Educational Resources and Facilities

1. The Rabbinical College will adopt policies and management practices which maintain high professional standards in the marketing and delivery of its course, and which safeguard the educational interests and welfare of all students.
2. A learning environment which will be conducive to the success of students will be maintained. Adequate facilities and appropriate methods and materials will be provided appropriate to the number and learning needs of the students under instruction.
3. The college will notify the appropriate Authority and students of any intention to relocate premises at least three weeks before relocation takes place, unless the Authority agrees otherwise.
4. Registration of the course on the appropriate State and National registers will be obtained.
5. The performance, course attendance and progress of enrolled students will be monitored and assessed.
6. Staff will have suitable qualifications and experience to deliver the course for the number of students under instruction. They will be sensitive to the culture(s) of the students being taught. The college will provide for training of such staff as appropriate.

B. Marketing and Student Information

1. The course will be marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian international education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course. The college will not make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another course.
2. Services will be marketed consistently with the educational, cultural and regulatory systems of countries in which the college seeks to market and will not detract from the reputation and interests of other Australian institutions.
3. The college will be responsible for the actions of its appointed agents in relation to the marketing of services to, and the application processes for, international students and will make every reasonable effort to ensure that at all times these agents act in the best interests of the applicant and the college.
4. Accurate, relevant and up-to-date information will be provided to a student prior to commencement in order for a student to make an informed decision about the appropriateness of the college and its course to the student's needs. This will include:
 - a) Copy of Code of Practice
 - b) Admissions procedures and criteria
 - c) Conditions of Acceptance
 - d) Copy of Refund Policy
 - e) Fees costs description
 - f) Qualification to be issued to student on completion of course
 - g) Course description which includes assessment procedures, duration, course recognition and credit transfer
 - h) Arrangements for recognition of prior learning or AQF qualifications/Statements of Attainment awarded by other Registered Training Organisations
 - i) Dispute Resolution procedures
 - j) Cancellation, Deferral or Suspension of Enrolment

- k) Facilities, equipment and learning resources
 - l) Student support services
 - m) General information
5. The college will review regularly all information provided to Australian and international students to ensure its accuracy and relevance.
 6. Where there are any changes to agreed services, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements, the Rabbinical College will advise parents and students by email as soon as practicable. There are no third party arrangements in place at present.

C. Financial Standards

1. The college will safeguard funds paid by Australian and international students.
2. In the event that the college is unable to deliver agreed services, it will make a refund to the student in accordance with the relevant Commonwealth and/or State and Territory legislation.
3. There will be proper documentation of the contractual and financial relationship between the student and the college. The college will make available to the student copies of this documentation. Full details of Trust account arrangements and refund policy are to be included in the Enrolment Pack sent to a student.

D. Student Recruitment and Placement

1. Recruitment of international students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiencies (including language) and aspirations of the applicant are appropriate to the course. The college will ensure that the assessment of the educational background of intending students is undertaken by suitably qualified staff and agents and provide for the additional training of such staff and agents, as appropriate.
2. The college will inform prospective international students of the regulations governing student entry to and stay in Australia. The college will also inform prospective and enrolled students of any changes to student visa conditions, as advised by the Department of Immigration and Border Protection (DIBP) or its equivalent. This information will include advice on visa conditions, course requirements (including enrolment in a full time course of study, attendance and academic progress matters), the requirement to maintain current overseas student health cover and to seek the prior approval of DIBP or its equivalent for certain course changes or before commencing a new course or changing courses.
3. The College will notify the relevant Commonwealth authority if students are no longer participating in the course for which they are enrolled.
4. The College will ensure that the recruitment and placement of international students complies with access and equity principles and is consistent with immigration requirements.

E. Student Support Services

1. The College will be sensitive to cross-cultural issues and meet the special needs of international students, especially those under the age of 18 years. These services will include adequate orientation, information and advice on accommodation, counselling, concurrent assistance and welfare facilities.
2. The college will nominate a Rabbi to counsel a student and devise a plan of action to improve performance if a student is absent for more than 5 consecutive days without approval or is not meeting attendance or academic requirements.
3. Students will have access to a fair and equitable process for dealing with complaints.
4. The college's training staff are available if problems with the learning materials or anything else may be causing concern. Should a student require professional counselling, they will be referred to a qualified Counsellor.

F. Relevant Legislation

The Rabbinical College and its staff are responsible for ensuring that the requirements of relevant legislation are met at all times.

Important Notice regarding Agents:

The Rabbinical College of Australia & NZ does not engage or retain the services of any agents for the recruitment or enrolment of students, whether local, interstate or international. All applications must be forwarded directly to the administration office of the College.