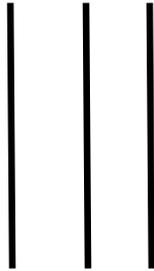




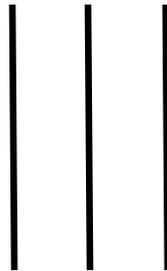
**Kingston Institute Australia**



## **Student Handbook**

**January 2019**

(Version 11.0)



**A Complete Guide for Students**

### **Campus Location**

Level 2, 133-135 Oxford St, Bondi Junction, NSW 2022, Australia

Phone: (+61 2) 80652990 |

Email: [sydney@kingston.nsw.edu.au](mailto:sydney@kingston.nsw.edu.au) | Website: [www.kingston.nsw.edu.au](http://www.kingston.nsw.edu.au)

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## CEO's Message

Congratulations for receiving an offer to study at Hamro Institute of Business Technology (HIBT) in Sydney trading as Kingston Institute Australia. The Institute is an educational institute where students really enjoy the opportunity to achieve their professional and personal goals. We are a new innovative Institute focusing on the delivery of quality training for international and domestic students. Studying at the Institute will not only help in your social and academic development, but also enrich your educational experience in Australia.

The Institute, an ASQA Registered Training Organisations (RTO), is responsible for delivering nationally accredited qualifications from Certificate IV to Advanced Diploma levels in Business, Accounting, Leadership and Management, and Information Technology. Our quality training and assessment is tailored to the individual and the organisation's needs.

Our vision is to provide educational services with integrity and excellence which add value to individuals and business. This student hand book contains all information that we think you need to know. If you do not understand anything in this hand book, please talk to your trainer and other staff, and clarify the issues. Your learning can be accomplished over a period of time but you must meet the attendance requirements as well as satisfactorily complete all your assessments. The Institute staff will help to structure the practical and theoretical aspects of training that suits you.

To help us maintain our high standards, please take time to read this information and complete the "Learner Acknowledgement Declaration" provided, and return it to the Institute before your course commences.

On behalf of the entire team, I wish you an enjoyable and rewarding experience with us.

Looking forward to helping your studies in Sydney, Australia and wish you every success.

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**Dipak Khanal**

Principal Executive Officer

## Using this Handbook

This Handbook is issued to all domestic and international students who are looking to join us to improve their knowledge on business and accounting. Hamro Institute of Business Technology Pty Ltd, traded as Kingston Institute Australia, is an RTO with a National Provider Number 40706 and CRICOS Provider Number 03360G.

The institute operates in Sydney CBD. As an RTO, the qualifications offered by the Institute are designed based on the course packaging rules of Training.gov.au (TGA) and within the Australian Qualifications Framework (AQF). The AQF has made major changes in the vocational pathways which we are able to offer to our clients. With the unique position within a group delivering professional services, we have been maintaining its close links with financial and legal practitioners, information technology specialists thereby benefit from strong client relationships with diverse business interests across Australia and the globe. We are registered with ASQA to deliver the following courses to domestic and international students.

BSB40215	Certificate IV in Business
BSB50215	Diploma of Business
BSB60215	Advanced Diploma of Business
FNS40217	Certificate IV in Accounting and Bookkeeping
FNS50217	Diploma of Accounting
FNS60217	Advanced Diploma of Accounting
BSB51918	Diploma of Leadership and Management
BSB61015	Advanced Diploma of Leadership and Management
ICT40118	Certificate IV in Information Technology
ICT50118	Diploma of Information Technology
ICT60118	Advanced Diploma of Information Technology

## Business Location

**Level 2, 133-135 Oxford St, Bondi Junction, NSW 2022, Australia**

College offices and class rooms:

Lecture class rooms: 4

Computer lab with internet access - 1

Library with computers and internet access- 1

Common area with computers and internet access- 1

Administration, student support service and accounting- 4

Reception- 1

Director of Studies office- 1

PEO office- 1

## Key Contacts

In the event that you need to contact your Trainer/Assessor, or you have any administrative enquiries during your training with the institute, please use the information given below.

**Office contact**

Office Ph: +61 2 8065 2990

**PEO/Marketing Manager:**

Mr. Dipak Khanal

Mobile: 0433 568 282

Email: [dipak@hibt.nsw.edu.au](mailto:dipak@hibt.nsw.edu.au)

**Student Support Officer/Administrative Officer:**

Ms. Jayanti Basnet

Email: [jyantibasnet@hibt.nsw.edu.au](mailto:jyantibasnet@hibt.nsw.edu.au)

**Account and Academics Officer:**

Mr. Suraj Khanal

Email: [surajkhanal@hibt.nsw.edu.au](mailto:surajkhanal@hibt.nsw.edu.au)

**Asst. Account Officer:**

Mrs. Kamala Niroula

Email: [kamala@hibt.nsw.edu.au](mailto:kamala@hibt.nsw.edu.au)

**IT Support Officer:**

Mr. Biraj Shrestha

Email: [biraj@hibt.nsw.edu.au](mailto:biraj@hibt.nsw.edu.au)

**Coordinator/Trainers/Assessors:**

Dr. Ravi Sharma

(Coordinator/Trainer & Assessor, Accounting)

Mr. Michael Voon Chee Seng

(Coordinator/Trainer & Assessor, Business, Leadership & Management)

Mr. Subash Baskota

(Coordinator/Trainer & Assessor, Information Technology)

## Courses Offered and Pricing

CRICOS code	Course code	Course name	Tuition + break duration (weeks)	Tuition fees (total)
086993J	BSB40215	Certificate IV in Business	40+12=52	\$10000
087275J	BSB50215	Diploma of Business	40+12=52	\$10000
087535E	BSB60215	Advanced Diploma of Business	60+18=78	\$15000
097440G	FNS40217	Certificate IV in Accounting and Bookkeeping	40+12=52	\$10000
097441F	FNS50217	Diploma of Accounting	40+12=52	\$10000
097442E	FNS60217	Advanced Diploma of Accounting	60+18=78	\$15000
093876M	ICT40118	Certificate IV in Information Technology	40+12=52	\$10000
099809G	ICT50118	Diploma of Information Technology	60+18=78	\$15000
093878J	ICT60115	Advanced Diploma of Information Technology	60+18=78	\$15000
098811K	BSB51918	Diploma of Leadership and Management	40+12=52	\$10000
093880D	BSB61015	Advanced Diploma of Leadership and Management	60+18=78	\$15000

## Paying Your Tuition Fees

You can pay your fees at a formal enrolment session on the enrolment day using EFTPOS or credit card. You can also pay your fees on or before the due date at the bank using Bpay, in our website under Pay my fees link or at a Student Service Centre. If you're having difficulty paying your fees you may be eligible for a fee payment extension. Please see Student Support Officer (SSO) at reception or Account Officer and request for a tuition fee payment extension.

## Course Intake Dates

Term/Block	YEAR 2019		YEAR 2020	
	Commencement Date	End Date	Commencement Date	End Date
<b>Term 1</b>				
Block 1	02.01.2018	05.02.2018	06.01.2020	09.02.2020
Block 2	20.02.2018	26.03.2018	24.02.2020	28.03.2020
<b>Term 2</b>				
Block 1	10.04.2018	14.05.2018	13.04.2020	17.05.2020
Block 2	22.05.2018	25.06.2018	25.05.2020	28.06.2020
<b>Term 3</b>				
Block 1	03.07.2018	06.08.2018	06.07.2020	09.08.2020
Block 2	21.08.2018	24.09.2018	24.08.2020	27.09.2020
<b>Term 4</b>				
Block 1	09.10.2018	12.11.2018	12.10.2020	15.11.2020
Block 2	20.11.2018	24.12.2018	23.11.2020	27.12.2020

\*Student orientation (Orientation Day) will be conducted from 9:00 am to 11:00 am on the commencement or intake date of each Block or Term. Students' enrollments will be done from the day when classes commence and continue until the end of the first week **of classes in each Block/Term.**

## Entry Requirements

### 1. International students:

#### a. English language requirements:

International students applying either off-shore or on-shore will require:

- i) either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;

**OR**, IELTS score of 5.0 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Results older than two years are not acceptable.

**OR**

- ii) to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

**OR**

iii) to provide evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher level qualification, from the Australian Qualifications Framework.

b. **Academic requirements:** International students applying either off-shore or on-shore will have the following academic requirements:

Level of Study	Academic Requirements
Certificate IV	Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher
Diploma	Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher  For packaged courses, they must be competent in Certificate IV before getting enrolled in Diploma.
Advanced Diploma	Satisfactory completion of the equivalent of Australian Year 12 or Diploma or higher  For packaged courses, they must be competent in Certificate IV and/or Diploma before getting enrolled in Advanced Diploma.

2. **Domestic students:** Students are required to meet a minimum academic level to study at the Institute Australia. Applicants need to show they can meet one of the following entry criteria:

Level of Study	Academic Requirements
Certificate IV	<ul style="list-style-type: none"> <li>Satisfactory completion of the equivalent of Australian Year 11 or Certificate III or higher.</li> </ul>
Diploma	<ul style="list-style-type: none"> <li>Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher.</li> <li>If the applicant has not completed Year 12 or Certificate IV or higher, the applicant must successfully complete the Institute's language and numeracy test, be aged 18 or over and demonstrate through an enrolment interview, either in person or by phone that they have the skills and ability to succeed in their chosen course.</li> <li>For packaged courses, they must be competent in Certificate IV before getting enrolled in Diploma.</li> </ul>
Advanced Diploma	<ul style="list-style-type: none"> <li>Satisfactory completion of the equivalent of Australian Year 12 or Diploma or higher.</li> </ul>

	<ul style="list-style-type: none"><li>• If the applicant has not completed Year 12 or Diploma or higher, the applicant must successfully complete HIBT's language and numeracy test, be aged 18 or over and demonstrate through an enrolment interview, either in person or by phone that they have the skills and ability to succeed in their chosen course.</li><li>• For packaged courses, they must be competent in Certificate IV and/or Diploma before getting enrolled in Advanced Diploma.</li></ul>
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## Course Delivery and Outcomes

Courses are all based upon you being able to demonstrate skills in the units of your course. They all involve attendance at classroom sessions as well as practical demonstration in a simulated or real environment. At various times through your course, you must undergo various assessments or tests to show that you have learned skills or that you have enough knowledge on the subjects being taught to show competency in any Unit. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are in the form of written tests, demonstrations and observations by you in front of an assessor. Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate to show that you have successfully completed the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia or overseas.

## Conduct of Assessments

Assessment is competency based against the standards outlined in the units of competency in the Training Package. Assessment activities are customised by the addition of tasks that are authentic to workplace or industry. The learning requirements and assessment tasks are no more difficult than those required during the performance of the job. Reasonable adjustment to assessment activities may be made when the requirements of the unit of competency are not affected e.g. oral questions and answers may replace written questions and answers. These adjustments are made in response to individual students' identified need at enrolment.

### It includes:

- Assessment to determine your training needs
- Assessment during the training to judge how you are progressing
- Assessment of performance at end of the units of training
- Recognition of prior learning (RPL) or recognition of current competency (RCC)
- Measurement of products you have made or services you deliver

- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate.

**Assessment methods:** Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate you are competent. A range of the following assessment methods will be used including:

- Written exams
- Simulated workshop activities/scenarios/role plays
- Projects/ assignment
- Class activities
- Practical demonstration/observations
- Independent learning

Upon enrolment you will be given information on the course including the units of competency incorporated in the course and the assessment activities to be completed. You are encouraged to check the development of your skills and knowledge and indicate your readiness for assessment. The outcomes of assessment are C for Competent or NYC for Not Yet Competent. Those assessed as NYC can request for a reassessment. During the course your trainer will maintain your individual assessment records in hard and soft copy.

## Orientation Program

An orientation program for all new students will be held before classes begin in each block/term. The orientation program is compulsory for all students. It is conducted in a relaxed manner and is designed to give you a sound introduction to studying at the Institute. At the orientation program, you will meet other students and staff of the Institute. You will be enrolled as part of the orientation program. The orientation program is a compulsory and essential part of your introduction to the Institute. We issue students with student ID card at the time of enrolment, which must be carried at all times when on campus. Student cards do not entitle you to any concessions or discounts.

## Qualifications and Units Offered

The Institute currently delivers the following courses and the units of competencies, with hands on classroom face to face training approach with assessments that include written tests, case studies or written reports, observed and simulated tasks, and role-plays and presentations. Delivery methods include 25% on-line and 75% face-to-face. Other methods include independent learning (unsupervised) either at college, libraries or at home.

<b>BSB40215 Certificate IV in Business (52 weeks)</b>	
BSBWHS401	Implement and monitor WHS policies, procedures and program to meet legislative requirements (core)
BSBCUS401	Coordinate implementation of customer service strategies (elective)
BSBCUS402	Address customer needs (elective)
BSBRISK401	Identify risk and apply risk management processes (elective)
BSBITA411	Design and develop relational databases (elective)
BSBITU401	Design and develop complex text documents (elective)
BSBLED401	Develop teams and individuals (elective)
BSBMKG413	Promote products and services (elective)
BSBITU402	Develop and use complex spreadsheets (elective)
BSBWRT401	Write complex documents (elective)
<b>BSB50215 Diploma of Business (52 weeks)</b>	
BSBADM506	Manage business document design and development (elective)
BSBMKG523	Design and develop an integrated marketing communication plan (elective)
BSBRISK501	Manage risk (elective)
BSBPMG522	Undertake project work (elective)
BSBMKG501	Identify and evaluate marketing opportunities (elective)
BSBHRM506	Manage recruitment selection and Induction processes (elective)
BSBWOR501	Manage personal work priorities and professional development (elective)
BSBLED502	Manage programs that promote effectiveness (elective)
<b>BSB60215 Advanced Diploma of Business (78 weeks)</b>	
BSBINM601	Manage knowledge and information (elective)
BSBADV604	Execute an advertising campaign (elective)
BSBMKG605	Evaluate international marketing opportunities (elective)
BSBADV603	Manage advertising production (elective)
BSBMKG608	Develop organizational marketing objectives (elective)

BSBWRK520	Manage employee relations (elective)
BSBSUS501	Develop workplace policy and procedures for sustainability (elective)
BSBFIM601	Manage finances (elective)
<b>FNS40217 Certificate IV in Accounting and Bookkeeping (52 weeks)</b>	
BSBFIA401	Prepare financial reports
FNSACC416	Setup and operate computerised accounting system
BSBSITU422	Use digital technologies to collaborate in the workplace
FNSINC401	Apply principles of professional practice to work in the financial services industry
FNSACC312	Administer subsidiary accounts and ledgers
FNSACC412	Prepare operational budgets
FNSTPB402	Establish and maintain payroll systems
FNSACC311	Process financial transactions and extract interim reports
FNSACC414	Prepare financial statements for non-reporting entities
FNSACC408	Work effectively in the accounting and bookkeeping industry
FNSTPB401	Complete business activity and instalment activity statements
FNSACC413	Make decisions in a legal context
FNSACC313	Perform financial calculations
<b>FNS50217 Diploma of Accounting (52 weeks)</b>	
FNSACC511	Provide financial and business performance information
FNSACC512	Prepare tax documentation for individuals
FNSACC513	Manage budgets and forecasts
FNSACC514	Prepare financial reports for corporate entities
FNSACC516	Implement and maintain internal control procedures
FNSACC517	Provide management accounting information
BSBLDR402	Lead effective workplace relationships
FNSACC405	Maintain inventory records

BSBMKG501	Identify and evaluate marketing opportunities
FNSACC505	Establish and maintain accounting information systems
BSBITU402	Develop and use complex spreadsheets
<b>FNS60217 Advanced Diploma of Accounting (78 weeks)</b>	
FNSACC624	Monitor corporate governance activities
FNSINC601	Apply economic principles to work in the financial services industry
FNSINC602	Interpret and use financial statistics and tools
FNSACC613	Prepare and analyse management accounting information
FNSACC608	Evaluate organisation's financial performance
FNSACC605	Implement organisational improvement programs
FNSACC602	Audit and report on financial systems and records
FNSORG602	Develop and manage financial systems
BSBFIA412	Report on financial activity
FNSACC601	Prepare and administer tax documentation for legal entities
BSBMKG515	Conduct marketing audit
BSBSMB402	Plan small business finances
BSBFIM601	Manage finances
BSBMKG608	Develop organizational marketing objectives

## BSB51918 Diploma of Leadership and Management

BSBLDR511	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness
BSBCUS501	Manage quality customer service
BSBFIM501	Manage budgets and financial plans
BSBHRM405	Support the recruitment, selection and induction staff
BSBMGT516	Facilitate continuous improvement

BSBHRM512	Develop and manage performance-management processes
BSBHRM513	Manage workforce planning
BSBLED501	Develop a workplace learning environment
BSBMKG507	Interpret market trends and developments
<b>BSB61015 Advanced Diploma of Leadership and Management</b>	
BSBMKG609	Develop a marketing plan
BSBFIM601	Manage finances
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBMGT616	Develop and implement strategic plans
BSBINN601	Lead and manage organizational change
BSBMGT605	Provide leadership across the organization
BSBDIV601	Develop and implement diversity policy
BSBHRM602	Manage human resources strategic planning
BSBHRM604	Manage employee relations
BSBMGT608	Manage innovation and continuous improvement
BSBMGT615	Contribute to organizational development
BSBMGT617	Develop and implement a business plan
<b>ICT40115 Certificate IV in Information Technology</b>	
BSBWHS304	Participate effectively in WHS communication and consultation processes
BSBSUS401	Implement and monitor environmentally sustainable work practices
ICTICT202	Work and communicate effectively in an ICT environment
ICTICT401	Determine and confirm client business requirements
ICTICT418	Contribute to copyright, ethics and privacy in an ICT environment
ICTNWK401	Install and manage a server
ICTNWK406	Install, configure and test network security
ICTNWK408	Configure a desktop environment
ICTNWK410	Install hardware to a network
ICTNWK411	Deploy software to networked computers
ICTDBS412	Build a database

ICTDBS501	Monitor and improve knowledge management system
ICTWEB411	Produce basic client-side script for dynamic webpages
ICTICT408	Create technical documentation
ICTWEB401	Design a website to meet technical requirements
ICTSAS417	Undertake ICT system capacity planning
ICTICT403	Apply software development methodologies
ICTICT415	Provide one-to-one instruction
ICTSAD401	Develop and present feasibility reports
ICTPMG401	Support small-scale ICT projects
<b>ICT50118 Diploma of Information Technology</b>	
BSBSUS501	Develop workplace policy and procedures for sustainability (Core)
BSBWHS501	Ensure a safe workplace (Core)
ICTICT509	Gather data to identify business requirements (Core)
ICTICT517	Match ICT needs with the strategic direction of the enterprise (Core)
ICTICT507	Select new technology models for business (Elective)
ICTICT501	Research and review hardware technology options for organizations (Elective)
ICTSAS506	Update ICT system operational procedures (Elective)
ICTNWK503	Install and maintain valid authentication processes (Elective)
ICTNWK506	Configure, verify and troubleshoot WAN links and IP services in a medium enterprise network (Elective)
ICTNWK507	Install, operate and troubleshoot medium enterprise routers (Elective)
ICTNWK508	Install, operate and troubleshoot medium enterprise switches (Elective)
ICTWEB508	Develop website information architecture (Elective)
ICTNWK505	Design, build and test a network server (Elective)
ICTTEN514	Install, configure and test a server (Elective)
ICTWEB510	Analyse information and assign meta tags (Elective)
ICTWEB502	Create dynamic webpages (Elective)
ICTDBS504	Integrate database within a website (Elective)
ICTSAD506	Produce a feasibility report (Elective)

ICTDBS502	Design a database (Elective)
ICTPMG501	Manage ICT projects (Elective)
<b>ICT60115 Advanced Diploma of Information Technology</b>	
BSBWOR502	Lead and manage team effectiveness (core)
ICTICT608	Interact with clients on a business level (core)
ICTICT610	Manage copyright, ethics and privacy in an ICT environment (core)
ICTPMG609	Plan and direct complex ICT projects (core)
ICTSUS601	Integrate sustainability in ICT planning and design projects (Elective)
ICTDBS501	Monitor and improve knowledge management system (Elective)
ICTDBS601	Build a data warehouse (Elective)
ICTDBS602	Develop a knowledge management strategy (Elective)
ICTICT604	Identify and implement business innovation (Elective)
ICTICT605	Implement a knowledge management strategy (Elective)
ICTICT508	Evaluate vendor products and equipment (Elective)
ICTSAS601	Implement change management processes (Elective)
BSBINN601	Lead and manage organizational change (Elective)
BSBMGT608	Manage innovation and continuous improvement (Elective)
BSBMGT615	Contribute to organizational development (Elective)
BSBMGT617	Develop and implement a business plan (Elective)

## Recognition of Prior Learning

RPL is an assessment process whereby an assessment is completed which determines the individual's prior learning, achieved through work experience, informal and formal training, or other life experiences to clearly identify that the applicant has achieved the level of competency required. This will then be appropriately recognised. Assessments, including RPL, is conducted in accordance with the principles of assessment and the rules of evidence. The Institute will provide credits for RPL to both international and domestic students with suitable prior qualifications or experience once the RPL process has been completed. In case of international students, the duration of the course may be reduced affecting your Confirmation of Enrolment (CoE) duration and your visa status with DIBP.

There is a fee for the RPL service, which is detailed in the RPL kit.

All students are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. To do this, applicants should get an RPL Kit which is available from the office. SSO will advise you a fee for RPL.

International students are advised that where this recognition is issued prior to the issue of a Visa, then the period of your Visa will be reduced. Where RPL is granted after the Visa has been issued, then the Institute is required to maintain full study load with supplementary materials and supervised study. The RPL process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include documentation such as certificates issued by other training organisations, support letters from employers, and course outlines of previously studied courses. We also recognise the credentials issued by other RTOs.

All assessments of RPL applications are reviewed by the DOS/Academic Manager and/or trainers assigned by him. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the DOS is based upon the assessment of your ability to competently continue the development within the course. Participants may request a review of the RPL decision through our appeals policy and procedure.

## Credit Transfer

Credit transfer involves assessing a previously completed course or unit of competency to ascertain if it provides equivalent outcomes to those specified in the current training package. If the student has a verified statement of attainment from another RTO for the exact same unit then credit is automatic. The original document must be sighted by DOS/Academic manager. In case of international students, credit transfer in most cases will be done prior to issuing CoE. This may reduce workload and duration of course, and hence affect the duration of the student visa. The process of credit transfer involves:

- a. Mapping, comparing and evaluating to the extent to which the defined learning outcomes and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes and assessment requirements of the individual components of another qualification.
- b. Marking an educational judgment of the credit outcomes to be assigned between the matched components of the two qualifications.
- c. Setting out the agreed credit outcomes in a documented arrangement or agreement, and publicizing the arrangement/agreement and credit available.

Students holding qualifications and Statements of Attainment that are part of the AQF are eligible for national recognition. For the qualification to be recognized, it must be granted from a training provider that is registered by a state/territory body as a RTO or was registered at the time the qualification or Statement of Attainment was issued. The Institute will recognise qualifications and Statements of Attainment awarded by RTOs throughout Australia. The Institute does not award partial completion of a unit via national recognition.

The Institute will not provide credit transfer for an entire course, the student must demonstrate competency in at least 40% of the units in the course via normal enrolment. Recognition of qualifications and statement of attainment issued by other RTO is a simple administrative process, student will not be charged fees for this recognition.

## Rules of Enrolment

The rules of enrolment at the Institute have been established by the management to ensure that all enrolled students are able to experience a learning environment that allows all students to gain the maximum benefit from the courses undertaken. The rules of enrolment are: student behaviour standards, payment of fees, course progress and minimum 80% attendance.

Our management and staff do not discriminate against male or female. The lecturing staff will comprise of both male and female lecturers. Students are expected to behave well at all times with courtesy and respect towards each other as well as toward the staff.

- a. Students are expected to uphold proper moral conduct at all times within all contact with fellow students and staff.
- b. Coffee, tea, food or chewing gum will not be allowed in the classroom. There is a non-smoking policy on the premise of the Institute.
- c. Students discovered to be under the influence of alcohol or illegal drugs will be asked to leave the Institute property immediately and may face enrolment cancellation.
- d. Talking during class is not permitted as this distracts fellow students and shows disrespect to training staff. Student dress is to be clean, neat, tidy and modest. Personal hygiene must be of a high standard so as to not distract other students.
- e. Being punctual for the commencement of class is very important. A student who is too late may not be allowed to enter the class. When late students enter a class they must sit in the back of the class and exercise consideration so as not to disturb their fellow students already involved in class work.
- f. Use of electronic equipment, such as cameras and video cameras, tape recorders and mobile telephones is not permitted during classes. Students must ensure that watches or any other kind of equipment do not make noises, such as the sounding of alarms during classes.

## Policies and Procedures

### 1 Unsatisfactory course progress policy and procedure

A study period consists of 10 weeks. Students will be assessed with two to four assessments (average three) in each unit as documented in the training and assessment strategy. Students are required to get satisfactory results in each assessment to be competent in any unit. Their results are recorded in EXCEL SHEETS and in WiseNet.

Students need to pass more than 50% of the course requirement in a study period. The EXCEL SHEETS help determining the intervention strategy for monitoring course progress and identifying students to report to Department of Immigration and Border Protection (DIBP).

Students will be assessed at the end of each study period. Based on student academic results, the trainers submit the lists of students who have failed 50% or more course requirements in one study period as well as in two consecutive study periods to the student support officer (SSO).

#### Category 1: Intervention Strategy

Students who have failed 50% or more course progress requirements in one study period.

#### Category 2: Intervention Strategy

Students who have failed 50% or more course progress requirements in two consecutive study periods. The SSO consults with DOS about the lists of the students and identifies for intervention strategy or to be reported. The SSO checks the number of units scheduled for each student to ensure that the student's study load has not been reduced as a result of course credits or a temporary suspension or deferment of studies.

After checking, the SSO makes any necessary changes to ensure that the Not Yet Competent (NYC) results for any units correctly reflect the study load undertaken by each student. The SSO must obtain the DOS' approval to make any changes. All changes need to be approved by the end of week 2 of the following term. Once the changes have been approved, SSO implements one of the following procedures:

#### Category 1: Intervention Strategy

Students who have failed 50% or more course progress requirements in any study period are sent a letter by post or email requesting that the student contact the school immediately to implement an intervention strategy within one week. Student Services is responsible for contacting the students.

The letter will inform the student that he or she:

- a. has failed 50% or more course progress requirements and is at risk of making Unsatisfactory Course Progress which, may result in the student's visa being cancelled

- b. needs to contact the Institute to make an appointment to meet with the trainer and/or DOS/Academic manager to implement strategies to ensure that the student passes all NYC units
- c. is required to participate in an intervention strategy to ensure that the student maintains satisfactory course progress.

## Category 2: Intervention Strategy

Students who have failed 50% or more course progress requirements in two consecutive terms, will be sent a an Intention to Report letter by email or post to the student's current address held by the Institute.

The letter will state that records show that the student's course progress is unsatisfactory and, consequently, the Institute intends to report the student to DIBP which may result in the cancellation of the student's Confirmation of Enrolment (CoE). The letter will also indicate that the student has 20 working days in which to appeal the Institute's intention to report them to DIBP. If the student does not appeal within 20 working days or withdraws from the process if appealed, then HIBT notifies the secretary of Department of Education and Training by cancelling the student's COE through the PRISMS as soon as practicable for not achieving satisfactory course progress. However, if the appeal process is completed and results in a decision supporting the Institute, then the Institute offers further 5 working days to make an external appeal before cancelling the CoE through PRISMS. If the student submits a report to institute showing that the Institute's decision was unfair or against the Std 8 of National Code, their CoE will not be cancelled. Otherwise, the Institute notifies the secretary of Department of Education and Training by cancelling the student's COE through the PRISMS as soon as practicable for not achieving satisfactory course progress.

Once a student is reported to DIBP for Unsatisfactory Course Progress, a notification letter is sent to the student's current address held by the Institute and a copy placed in the student's file.

## Implementing Intervention and Counselling Strategies

Intervention and counselling strategies employed to help the student will depend upon individual student needs. Intervention strategies may include but are not limited to:

- a. Requesting the student to register to redo failed units
- b. Requesting that the student come to the Institute during the break time and re-sit failed assessments
- c. Requesting that the student make an appointment with the SSO and trainers to redo failed units
- d. Providing one-to-one assistance and counselling with a qualified trainer
- e. Discussing with other trainers and/or relevant staff members issues relating to time management skills, examination techniques, motivation and other concerns which may be impacting on the student's ability to complete his or her course
- f. Reducing the student's unit load temporarily

- g. Where appropriate, request that the student undertake an English language course in an approved provider to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily.
- h. Extending the students CoE end date to enable them to complete units that were not offered during the previous term.

During the intervention meetings, the DOS/Academic manager or trainers allocated to implement the intervention strategy will discuss with the student the reasons for having failed the units. On the basis of such discussions, they will prepare an intervention plan that will enable the student to redo all failed units and obtain competency in those units. In most cases, the intervention strategy will be reassessments of NYC units for upto two times but there could be other forms of intervention strategies as stated above under “Implementing intervention strategies”. The intervention plan will be documented and signed by the student.

A copy of the signed intervention plan is given to the student and the original is placed in the student’s file. A copy also needs to be forwarded to the DOS/Academic Manager for monitoring. It is their responsibility to ensure that the student is following the intervention strategy and reasonable adjustments may need to be made to the strategy to ensure the student completes all NYC units within a reasonable time-frame.

## 2 Attendance policy

### Purpose

The purpose of this policy is to ensure that student’s attendance is monitored and assessed for improving the quality of training and assessment. This policy is not for reporting students to Department of Immigration and Border Protection (DIBP); reporting is done as per the requirement of Standard 10 of the National Code 2007 (unsatisfactory course progress policy and procedures).

### Scope

This policy applies to both domestic and international students who have enrolled for VET courses at the Institute.

### Responsibility

The Student Support Officer will be responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures.

### Requirements

- a. Both domestic and international students studying VET courses are expected to attend all classes. All students should try to attend 80% of classes to be competent in any units.
- b. Trainers/Assessors will record daily attendance in hard copies of both domestic and international students studying VET courses. Then the daily attendances will be entered into

- WiseNet on a regular basis. This will be used for identifying students who are running at risk of not meeting attendance requirements, for making judgements for unsatisfactory course progress, and for providing any information to DIBP or other regulatory bodies, if required.
- c. If students do not meet attendance requirements, they are then sent with warning letters by post and/or email every fortnight (maximum of three warnings per term) by Student Services asking them to attend classes on a regular basis.
  - d. Even after sending warning letters, if a student does not attend the classes and is at risk of not meeting 80% attendance requirements, SSO will contact the student by phone or email or post and arrange a counselling session with the DOS/Academic/Compliance Manager. In the counselling session, DOS/Academic manager will document the reasons for student's non-attendance. DOS/Academic Manager will explain to the student that if there are valid reasons for non-attendance and if the student wants to compensate any missed classes, they can do so by attending the missed classes with other students or during extra hours upon consultation with student services and trainers. Exemptions for 80% requirements will be given to the student if the student is unable to meet the attendance requirements on the grounds of compassionate or compelling circumstances and that the student is doing all assessments from home. Examples of such grounds may include, but are not limited to:
    - i. serious illness or injury where a medical certificate states that the student is unable to attend classes
    - ii. bereavement of close family members such as parents or grandparents; a death certificate to be supplied where possible.
  - e. Students can make an internal appeal to CEO if they are not satisfied with the outcome of the counselling session with the DOS/Academic/Compliance Manager. International students can make external appeal to overseas students Ombudsman (and also to ASQA for very serious complaints) and domestic students can make appeal to ASQA if they are not satisfied with the outcome of the internal appeal.
  - f. While meeting 80% attendance requirement is crucial for all students, they may be exempted from this requirement if they are completing all course requirements on timely basis as per the "Unsatisfactory course progress policy".

### 3 Complaints and appeals procedure

#### Internal Process

The complaints and appeals procedure of the Institute shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant.

An overseas student that has a complaint should first approach a training staff member or the SSO and explain their complaint. The student's complaint, if not satisfactorily resolved, can be appealed and will be reported to the next the management meeting or dealt with within 10 days of lodgement. Accessing the complaints and appeals process does not put the student's enrolment at risk.

The decision of the management concerning the complaint and subsequent appeal outcomes will be advised to the student in writing as soon as possible following the meeting.

## External Process

If the international student's complaint or appeal is not resolved to the student's satisfaction an independent adjudicator will be contacted to further assist in the resolve of the complaint. Where the involvement of an independent adjudicator fails to resolve the complaint, the Institute refers the student to external support services with free of charge.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or email [overseas.studnets@ombudsman.gov.au](mailto:overseas.studnets@ombudsman.gov.au) or phone 1300 362 072 for more information.

We will provide them with a written statement of the appeal outcome. Each appeal outcome and reasons for the decision will be recorded in writing and placed in the student's file. If internal or external complaint handling or appeal process results in a decision that supports the student, the Institute will immediately implement any decision and/or corrective and preventative action.

In most circumstances, the entire complaints and appeals process should be completed as soon as practicable within 60 calendar days. However, if the Institute requires more than 60 calendar days to process and finalize the complaint or appeal, the Institute informs the complainant or appellant (student) in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant (student) on the progress of the matter.

## 4 Course deferment, suspension and cancellation policy

Management and staff are committed to assessing all applications for course deferments of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

Deferment of course study may be granted to a student where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence exists to support these circumstances. In the case of a need to defer a course of study the student should approach the DOS/Academic/Compliance Manager and submit deferment or suspension of studies form with any supporting evidence concerning their prevailing circumstances.

Where a student's conduct has been found to violate the rules of enrolment and where warning has been provided, the SSO will inform the student that their misconduct has resulted in a report being made to the management.

Students receiving a misconduct report and a resultant suspension or cancellation of enrolment by the management, may access the internal /external appeals process and the independent adjudicator. They have 20 working days to do so following the decision.

### Procedure for deferment or suspension of study:

The following procedure applies to international students applying for a deferment or suspension of commencement of study:

- a. International students who wish to defer the commencement date of their course must advise the Institute by submitting deferment or suspension of studies form with supporting evidence clearly demonstrating the compassionate or compelling reasons why the deferment should be granted.
- b. In the event that the request for deferment of studies demonstrates compassionate and compelling circumstances (as outlined above) the Institute will approve the application and advise the student in writing of the decision within 5 working days.
- c. The SSO will access PRISMS to advise DIBP the period of deferment granted as per the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled,
- d. If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances (as outlined above) the Institute will not approve the application and will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through the Institute's grievance handling procedures.
- e. If the student chooses to access the Institute's grievance process, the student's enrolment will be maintained until the grievance process is completed and the Institute will not notify DIBP of any change to the student's enrolment status.
- f. The request for deferment of commencement of study, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file.

## 5 Transfer of student enrolment policy

### Requirements

- The Institute will not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code.
- The Institute is restricted from enrolling transferred students in the first six months of their principal course of study, except in accordance with Standard 7 of Part D of the National Code.
- If a Letter of Release is refused by the Institute, a student may appeal the provider's decision.

### Letter of Release

- Students should apply for a Letter of Release on the appropriate form.
- Application for a Letter of Release will be finalised by 14 days of being received by the Institute.
- A Letter of Release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.

- A Letter of Release will normally be granted because it is in the best interest of the overseas student, and include either of the following circumstances or situations:
  - a. If the Institute has assessed that the overseas students will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
  - b. If the Institute assesses that there is evidence of compassionate or compelling circumstances by students which are beyond their control such as serious illness or injury, bereavement of close family members, major political upheaval or natural disaster in the home country requiring emergency travel, or a traumatic experience such as involvement in, or witnessing, a serious accident, and witnessing or being the victim of a serious crime where this is documented by police or psychologist reports, etc.
  - c. The Institute is unable to continue to deliver the course as outlined in the written agreement.
  - d. The Institute has a sanction imposed on its registration by ASQA.
  - e. there is evidence that the overseas student's reasonable expectations about their current course are not being met.
  - f. there is evidence that the overseas student was misled by the Institute or an education or migration agent regarding the Institute or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - g. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
  - h. The student can demonstrate that they are experiencing threat to physical or mental health or safety by remaining at the Institute and can demonstrate clearly how this will be alleviated through a transfer.
  - i. Any government sponsor of the overseas student considers the change to be in the overseas student's best interest and has provided written support for the change.
- A Letter of Release will normally **not** be granted in the following situations:
  - a. the student does not satisfy any of the situations above which normally lead to a Letter of Release being granted (it is not in the best interest of the overseas student)
  - b. the proposed transfer will jeopardise the student's progression through a package of courses
  - c. The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
- As regards (a) under conditions for granting of release, overseas students must note that the Institute will have discretion to refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and

being released. If the overseas student subsequently intends to study at a lower AQF level, they will need to apply for a new student visa.

- Transfer request outcomes will be recorded in PRISMS and the outcome will be advised to the student.
- If a release is granted, it will be at no cost to the overseas student. The Institute will advise the overseas student to contact Immigration to seek advice on whether a new student visa is required. Students should also note that report on their course progress will still occur even if their transfer request is granted.
- If the Institute intends to refuse a release, the student will be informed of his or her rights of appeal using the Institute's Complaints and Appeals Procedure within 20 working days. The Institute will not finalise refusal status in PRISMS until:
  - Any appeal against the refusal lodged by student is finalised; or
  - The student didn't access the Institute's complaints and appeal processes within 20 working days; or
  - The student withdraws their appeal against refusal.
- A copy of the student's Letter of Release application and the outcome will be placed in the student's file. If a Letter of Release is refused, reasons for the refusal will be documented in writing.

## Enrolling a Transferring Student

- The Institute will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study, except where:
  - a. another registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered
  - b. another registered provider has provided a written Letter of Release
  - c. another registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
  - d. Any government sponsor of the student considers the change to be in the student's best interests and has provided written support for that change.
- In the event that the Institute knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course, documented evidence of at least one of the nine conditions listed above for conditions of release must be obtained and placed in the transferring student's file.

- The Institute will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met, and then only in accordance with this procedure.

## Grounds for course transfer

The Institute will consider all reasonable requests for enrolment transfer and apply special consideration for a transfer to another course offered by a registered provider where:

- a. Reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the location of training.
- b. The Institute has ceased to be registered as a Provider on CRICOS or the course has ceased to be registered.
- c. The Institute has had a sanction imposed on its registration by the Australian Government or NSW government that prevents the student from continuing his or her principal course, or
- d. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- e. Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

## Course transfer refusal

The Institute may refuse an application for transfer where a transfer is considered detrimental to the student's study progress. The Institute's complaints and appeals processes are available should a release refusal letter be issued.

## Course transfer approval

The Institute will only provide a letter of release after the student has provided a letter indicating a valid enrolment offer from another registered provider.

## 6 Tuition fees payment and refund policy

### Conditions and Procedures for Payment and Late Payment of Tuition Fees

- a. The initial tuition fee for the first term as stated in the offer letter must be paid in advance before the issuance of CoE for a course to confirm the place at the Institute.
- b. The Institute will not receive more than 50% of the student's total tuition fee for a course before the student begins the course unless the course has less than one study period. A study period is a Term (2 Blocks) of 10 weeks.
- c. The Institute will not require from students any remaining tuition fees earlier than two (2) weeks before the start of the student's second study period (or term). All tuition fees for each study period must be paid in advance (between 2 weeks before, and 1 working week or 5 working days after, the start of a study period).
- d. A late payment fee of \$50.00 will be levied on students who pay their fees within 10 working days after the start of the second study period (or term), or \$100.00 who pay their fees within 20 working days after the start of the second study period (or term).

- e. Students who do not pay their fees within 5 working days after the start of second study period will be issued a warning letter indicating that their COEs may be cancelled if they do not pay their fees for the current term within the further 10 working days. The letter will mention that if there are valid reasons (e.g., compassionate grounds, etc.) for not paying the fees by the late fee payment period, students can make an appeal to PEO within the further 20 working days after the expiry of the late fee payment period. If the student makes an appeal, the PEO will then act on student's appeal and inform student in writing about the decision, and based on PEO's decision, student's COEs may or may not be cancelled. If the student does not make any appeal within the appeal period, the student will be given further five working days to make an external appeal to Ombudsman and submit the decision of the external appeal in favour of student to the Institute. Depending on the outcome of the external appeal, his/her COEs may be cancelled as soon as practicable after the completion of external appeal period.
- f. Tuition fees are payable to the Institute by bank draft or bank or telegraphic transfer in Australian dollars made payable to the Institute.
- g. International students are required to demonstrate to the Australian Government sufficient funds to cover their studies in Australia. Hence, financial hardship is not considered a valid ground for appeal.
- h. When students have to do reassessments or repeat a unit, a repeat of unit fee is payable.
- i. Students who enrol in additional courses will be required to pay a separate fee.
- j. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- k. If the student's visa status changes (e.g. becomes a temporary or permanent resident) and wants to continue his/her study, the student will continue to pay full overseas student fees for the duration of the enrolled program.
- l. The Institute does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- m. The Institute reserves the right to engage any third party to recover any outstanding fees payable to the Institute. If the third party recovers the fee than the cost to the Institute of engaging a third party to recover such outstanding fees will be charged to the student.
- n. If a student does not pay outstanding fees or the third party can't recover the fees from the student or if his/her COEs cancelled due to non-payment of fees then the student will not be issued the statement of attainment or certificate of completion or any other documents that a student requests from the institute.
- o. There will be no refund of administrative/enrolment fee of A\$ 200.00.

## Requirements for Fee Refund

### 1. All refund requests are conditional on the following:

- a. the Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received)
- b. any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.

## 2. Visa Refusal

If a student visa application or visa renewal is refused by the Australian Government, a full refund of course fees, less administration fees, will be made. To receive the refund, students will have to provide the Institute with authenticated evidence of their student visa refusal.

However, no refunds will be granted where:

- a. an international student currently in Australia has their student visa cancelled by the Department of Immigration and Border Protection (DIBP) for a breach of visa conditions
- b. an international student currently in Australia has their student visa extension application refused by DIBP after the commencement of their studies, for not meeting visa requirements.

## 3. Institute Default

- a. In the unlikely event that the Institute is unable to start or deliver the course, the student can choose to accept either:
  - i. a refund of course fees, which will be issued to the student within 14 days
  - ii. or be placed in an alternative course with the Institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- b. If the student chooses to receive a refund of course fees, the Institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the Institute). The refund will be paid within 14 days after cessation of the course.
- c. If the Institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

## 4. Course Withdrawal

- a. Where written notice of withdrawal is received by the Institute before the start date of the first course or first term (of single or packaged courses), the Institute will refund the fees, as per the table below, less any administration fees.

Written Notice of Withdrawal Received	Refund Amount*
70 days or more before the first Course/first Term Start Date	100%
28 to 69 days before the first Course/first Term Start Date	80%
15 to 27 days before the first Course/first Term Start	70%

Date	
Within 14 days before the first Course/first Term Start Date, as well as from the day first Course/first Term started	No Refund

*\*Less any administration/enrolment fees*

- b. Where the student defaults, including withdrawing from a course, after the first course/first term start date (of single or packaged courses), there will be no refund of paid tuition fees.
- c. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received by the Institute.
- d. According to ESOS Act and National Code 2007, if a student has received multiple CoEs with principal course as the last CoE (i.e., packaged courses), except under compassionate grounds or other conditions outlined in the National Code, the student will not receive release letter without completing six months of the principal course. Thus, students with packaged courses can't withdraw from the principal course without completing six months of study, except under compassionate grounds, and hence they will not be refunded for the courses under packaged courses which are not yet delivered.

## 5. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

## 6. Refund Procedure

- a. The student must complete an Application for Refund Form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
  - i. a completed Course Withdrawal Form provided by the Institute
  - ii. a letter from DIBP advising of a rejection of the student visa application or a refusal to extend a student visa
  - iii. proof of extenuating circumstances of a compassionate nature
- b. For an Institute default on the agreement, refunds will be made within 14 days of the default date.
- c. All other refunds will be made within 28 days (20 working days) of the student's written notification being received by the Institute.
- d. The Administrative Officer or a designated staff member must approve all student refunds.

- e. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application.
- f. Details of refunds provided will be maintained in the student's file.

## 7. Payment of Refunds

- a. If a request for a refund is approved, the refund for an approved transfer to another Australian institution will only be made payable to the applicant's receiving institution in Australian dollars. The fund will not be refunded to the student.
- b. The remaining money, after transferring to another Australian institution, will only be made payable to the applicant in Australian dollars to the student's nominated bank account.

## 8. Student's Rights to Appeal

- a. Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Support Officer.
- b. The Institute's appeal process does not restrict the student's right to pursue other legal avenues.

This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## 9. Education agents

The Institute reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the college, please contact us immediately.

It is unusual for you to be asked for additional fee payments from agents once you have been accepted by the Institute. Should you be asked for additional fees please speak to the PEO.

The Institute's education agent must provide you with information on the following before you make an application to study:

- a. Pre-enrolment Information and facilities, equipment and learning resources.
- b. Course content, course duration and the qualification gained on completion.
- c. Teaching and assessment methods;
- d. Details of any arrangements with other providers for recognition or completion of the course.
- e. Tuition fees, refund conditions and other expenses.
- f. Information about living in Australia, campus and location, accommodation availability and cost of living
- g. The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course
- h. Student visa requirements

- i. The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working
- j. Withdrawal arrangements
- k. Admission procedures, credit transfers and the RPL policies at the college
- l. Internal and external complaint and appeals procedures
- m. The non-academic student support services of special relevance to international students

## Student Support Services

Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services. The SSO will be available for all enquiries from students regarding personal or welfare matters during their time of study.

If, as a Student, you experience any harassment, racial vilification or discrimination from any of our staff, please immediately refer the matter in writing to the Principal Executive Officer (PEO).

## Student Access to Records

Students have the ability to access their records at any point of their enrolment using Student Portal. This enables the student to check their progress, the outcomes of any unit completed and any records in relation to complaints and appeals. All student records are held electronically and in hardcopy and as such are available at all times to student.

In addition, the college is required to retain all student records for a period of thirty (30) years. This enables a student to have access their records over that period of time. For instance, should a statement of attainment or transcript need to be reissued, a student can contact the college, and after providing relevant information that matches with the correct enrolment data, such requests can be met. It is important to recognise that archiving of student records occurs on a regular basis, therefore a two week period is required to access records for the re-issuing of statements of attainment and transcripts.

With regard to your personal training and assessment records, you may access these in accordance with the Privacy Act and the Institute's Records Management Policy. However, any third party wishing to access your private records must have your written permission. Please be aware that your private training records must also be released by the Institute if directed by a court of law.

## WiseNet (Database Management System)

We have a license for the Database Management System (WiseNet) to keep all student records. The DOS/PEO is responsible for overseeing the management of the records.

WiseNet is available 24/7 from any internet equipped terminal, promoting ease of access for students. Upon entering students' username and password each student can gain round the clock real time access to their WiseNet's student portal's home page - a separate, secure and personalized view of the Institute advanced on-line college management system. In WiseNet's student portal where every student has the ability to access their own study-related information and maintain their relationship with the college. Students have real time online access to their timetables, news, reminders and to-do lists. The portal allows students to view their attendance records, payment history, future payment information, study plans and results using their secure login –accessible from anywhere. Students can access college-published documents and course materials and have the ability to provide feedback, or request an email to the college when required.

## Procedure for Maintaining Student Records

Staffs are responsible for:

- a. Maintaining accurate information on students' attendance and assessment outcomes.
- b. Maintaining confidentiality of students records

It is an Australian Government requirement that the college keeps records of each international student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on international student health cover, level of English language proficiency and the student's passport numbers and agent details. The Institute will keep all records in the Database Management System.

Generation of offer letter: On receiving the application form from students or agents, the SSO will enter the following information into Database Management System:

- a. The student's full name,
- b. Gender,
- c. Date of birth,
- d. Nationality,
- e. Passport number,
- f. Name of applying course and CRICOS code,
- g. The start and completion day of the applying course,
- h. Student's current residential address
- i. Total tuition fee and instalment payment
- j. Level of English language proficiency and the student's numbers and agent details

Database Management System then generates an offer letter with ID.

Issuance of electronic confirmation of enrolment (eCoE): Once the student makes payment and enrolls, an eCoE is issued. The SSO will then enter the following information into Database Management System:

- a. Details of payments received,
- b. Commission paid or owed to agents
- c. Payment of student health cover,
- d. And amend any changes since the offer letter was sent.

In the unforeseen event of the closure of the Institute, the PEO will inform ASQA in writing and instructions taken from ASQA as to the transfer of students' results. International students' records may be made available to Commonwealth and State Agencies at any time.

## Students contact details

Under Australian law all international students must provide their current Australian residential address and phone number to the RTO at least every six months. Please make sure the college always has a record of your current residential address, email address and telephone number. This is essential to help keep the student records up-to-date, so that if the college needs to send anything to you, it will be sent to the correct place.

A change of address form is available at reception or downloads from website or can change online through Student Portal.

## Student Visa

If you have a problem or question about your visa, visit or talk to the DIBP about your visa or other immigration matters in the following address or using the following phone number.

DIBP Office  
26 Lee Street, Sydney 2000  
Ph.: 13 18 81  
(9am – 4pm Monday to Friday)

Under the ESOS framework as an overseas student on a student visa you have responsibilities to:

- a. satisfy your student visa conditions
- b. maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- c. meet the terms of the written agreement with your education provider
- d. inform your provider and DIBP if you change your address
- e. maintain satisfactory course progress
- f. if attendance is recorded for your course, follow your provider's attendance policy,

For more information please refer to:

[http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS\\_FrameWork\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf)

## Extending a visa

If you need to extend your visa in order to complete your course or to study other courses in Australia, you must submit your application before your current visa expires. Please note as per National Code Standard 9, student must complete course within the duration specified in the CoE. Students are not allowed to extend the course unless there are compassionate and compelling circumstances exist. Please visit the following Immigration website for the detail information of the Visa Extension:

[http://www.immi.gov.au/students/students/extending\\_your\\_stay/](http://www.immi.gov.au/students/students/extending_your_stay/)

## 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):

- a. Complete the course within the duration specified in the CoE
- b. Maintain satisfactory academic progress
- c. Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- d. Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- e. Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit

[www.immi.gov.au/students/visa-conditions-students](http://www.immi.gov.au/students/visa-conditions-students)

## Working in Australia

If you are the holder of a student visa, then you can undertake employment while in Australia, provided you only work up to 20 hours per week or 40 hours in 2 consecutive weeks, while your course is in session. During term breaks, you are able to work full-time. Although the college endeavors to be as flexible as possible with your timetable, the college may be unable to work your time around all of your work hours. Please ensure that don't conflict with your study commitments. You can work full time ONLY during your holidays.

## Workplace rights

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. This includes backpackers, seasonal workers, international students, temporary visa holders, long-term visa holders, permanent migrants and others. Commonwealth workplace relations laws apply equally to both overseas workers and locally employed workers.

For information about fair pay and work conditions see:

<http://www.workplace.gov.au/workplace/InTheWorkplace/PayLeaveConditions/>

If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help.

- a. Over the internet – visit the Workplace Ombudsman website [www.wo.gov.au](http://www.wo.gov.au)
- b. Over the telephone – call the Workplace Ombudsman Help Line on 1300 724 200 for the cost of a local call to lodge a complaint or seek information.

## Occupational Health and Safety

The Institute guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study. We are committed to providing and maintaining a safe, healthy and hazard-free working environment for employees, trainers/assessors and students. We will make every reasonable effort to ensure that in the learning environment accidents are prevented, hazards are removed or controlled and employees, trainers/assessors and students are protected from injury.

In case of fire, all people are to make their way to the ground level and then to walk along Bathurst Street to the assembly area on the other side of Castlereagh Street. Signs are located on each floor indicating the escape route.

- a. No Smoking is allowed in any area of the building. If you wish to smoke you must leave the premises.
- b. A First Aid Kit is located at the Reception.

## General OHS considerations

### *Health and Safety Rules*

- a. Smoking is NOT allowed in any area of the building
- b. No alcohol or drugs at the Institute premises
- c. Know and observe OHS&W rules
- d. Know and observe details of emergency response and evacuation plans
- e. Do not undertake work for which you are not qualified. E.g. electrical maintenance
- f. Be responsible for your own actions
- g. Report all potential hazards, accidents and near misses to the PEO.
- h. Keep work areas neat and tidy at all times
- i. Seek assistance if required to lift heavy items
- j. Observe hygiene standards particularly in kitchen and bathroom areas
- k. Be aware of the hazards of sitting for extended periods at computer screens and sit appropriately, and rest as necessary.

## Specific OHSW considerations

In the light of the policies and rules above, we draw attention of staff, teachers and students to the following:

## Computer facilities

- a. Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains.
- b. Consequently, current OHS guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- c. Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- d. The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

## Electrical equipment

- a. Appropriately licensed personnel must perform any work performed on electrical equipment.
- b. Electrical equipment that is mal-functioning must be brought to the attention of the PEO.

## Fire safety

- a. We will undertake to communicate the procedures involved in evacuation and the location of fire equipment to all students; and to users of the Reception at least twice each year.
- b. All students and reception personnel need to be familiar with the location of all EXITS and fire extinguishers.
- c. Please consult available maps to determine location.
- d. It is the user's responsibility to understand fire drill procedures displayed around the premises.
- e. Users are asked to attend any instructions on the use of fire devices.

## First aid

- a. Provision for first aid facilities are available where training is delivered.
- b. There is a first aid kit located at the reception.
- c. All accidents must be reported to the PEO.
- d. The accident and any aid administered must be recorded in the "FIRST AID ADMINISTRATION" booklet attached to the FIRST AID kit.

## Lifting

- a. Never attempt to lift anything that is beyond your capacity.
- b. Always bend your knees and keep your back straight when picking up items
- c. If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.

## Lighting

Always ensure that there is adequate lighting for all tasks.

## Work and study areas

- a. Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- b. Place all rubbish in the bins provided.
- c. Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- d. Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- e. Do not sit or climb on any desks or tables.

## Use of Your Personal Information

Your personal details and student records may be made available to:

- a. any Commonwealth Government agencies
- b. any State Government agencies

We are required by several Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code) to tell the Immigration Department about changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

## Medical Problems

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill or require a surgery. In this case, you should go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC (Medibank Private Membership) card or book. Don't forget to take your OSHC card when you go to the doctor's surgery.

If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive. If you cannot come to school, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the Student Services/Support Officer when you return to class. You keep the original certificate and we will place a copy on your file. In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to the Medibank Private office and apply for a refund.

## Welfare and Guidance Services

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the SSO, who may put you in contact with another organisation such as the local Department of Community Services to resolve any matter that you may be worried about. This includes:

- a. Support in finding accommodation;
- b. Provision for special learning needs;
- c. Provision for special cultural and religious needs;
- d. Provision for special dietary needs; and
- e. Any other issue.

## Equal Opportunity

We provide equal opportunity in employment and education.

A “fair go” is your right. The Equal Opportunity legislation and Federal Anti-Discrimination laws are designed to protect this right. It is against the law for someone to treat you unfairly (i.e., discriminate) or harass (i.e., hassle or “pick on”) you because of your actual or assumed.

- a. Age
- b. Carer status
- c. Disability/impairment
- d. Gender
- e. Lawful sexual activity
- f. Marital status
- g. Physical features
- h. Political belief or activity
- i. Pregnancy
- j. Race
- k. Religious belief or activity
- l. Sexual orientation

## Concessions for Students

### Local Travel

Overseas students are not eligible for travel concessions on Buses, Trains and Ferries in Sydney. This is a New South Wales State Government policy.

### Cinema

To receive concessions at the cinema, present your Student Identification Card when buying your ticket. Without a card you will be expected to pay the full adult price.

### Other

Your student card may be used anywhere that advertises a student concession rate, e.g. some theatres (live), concerts, bookstores and sports shops.

## Facilities

### Computer lab/printing services

Facilities and equipments are set-up, checked and maintained regularly to ensure effective and efficient operation. Students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities include:

- a. Fully resourced lecture rooms
- b. Suitable training equipment set up safely and securely
- c. Adequate acoustics, ventilation and lighting
- d. Amenities for meal breaks
- e. Toilet facilities
- f. Accessible references and resources
- g. Computers with access to the Internet
- h. Printer/scanner
- i. Library: Student can borrow up to 5 books for two weeks.

### Library

The Institute library is available for all students. A \$50 security deposit is required to borrow books. This deposit is refunded once the book is returned undamaged. To borrow resources from this library please see SSO. Students may borrow up to 5 books for 14 days during the course. Books can be renewed for another term of 15 days if there is no demand on them. The renewal must be made on or before the due date. There will be an overdue charge \$1/- per day per book. Library materials are to be handled with care. If a book is lost or mutilated beyond usable condition, then the book has to be replaced with the same or latest edition of that book.

### Sydney library (NSW)

- City of Sydney Library: 31 Alfred Street Circular Quay NSW 2001,  
Tel: 02 9242 8555 for opening hours.  
[www.cityofsydney.nsw.gov.au/Library](http://www.cityofsydney.nsw.gov.au/Library)
- Macquarie University: Balaclava Rd, North Ryde.  
Tel: 9850 7501 for opening hours  
[www.mq.edu.au](http://www.mq.edu.au)
- The State Library of New South Wales: Macquarie St, Sydney.  
Tel: 9273 1299 for opening hours.  
[www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)
- The University of New South Wales: Anzac Parade, (High Street entrance) Kensington.  
Tel: 9385 2687 for opening hours.  
[www.unsw.edu.au](http://www.unsw.edu.au)
- The University of Sydney: (Fisher Library) entrance off Parramatta Rd, Camperdown.  
Tel: 9351 3711 for opening hours.

## [WWW.USYD.EDU.AU](http://WWW.USYD.EDU.AU)

- The University of Western Sydney (Bankstown).  
Tel: 9772 6285.  
[www.uws.edu.au](http://www.uws.edu.au)
- Manly Library: Market Place, Manly 2095.  
Tel : 9976 1720  
[www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)
- Waverley library: 32-48 Denison Street, Bondi Junction NSW2022,  
Tel: 9386 7777  
[library\\_enquiries@waverley.nsw.gov.au](mailto:library_enquiries@waverley.nsw.gov.au)

### **Student notice boards**

Please check notice board regularly for important notices regarding your course.

Please see SSO for approval to put your notice on the noticeboard. Students must not put any unauthorised notices on College notice boards.

## **Key Staff and Responsibilities**

### **PEO**

The PEO is responsible for the standard of training and safety within the Institute. He is responsible for the standard of training and for the assessments conducted whilst students are attending the Institute. The PEO shall be responsible for overseeing implementation procedures, if required, for the transition from old to new qualifications, modules or units in updated accredited courses, Training Package qualifications or Units of Competency within 12 months of their endorsed release on the National Register so that the Institute delivers only currently endorsed Training Packages.

The PEO shall market, promote and develop the profile of the Institute and its operation in accordance with the Institute marketing policy.

### **Director of Studies/Academic/Compliance Manager**

- a. The Director of Studies cum Compliance Manager will be responsible for the overall training and assessment services and ensuring that the quality management measures are maintained across all of its operations as directed by the PEO.
- b. He/she will also be responsible for overall compliance with the stipulated standards for organisation as whole.
- c. He/she will be ensuring the compliance with NVR, ESOS, CRICOS, OH&S and other required standards.

### **Marketing Manager**

- a. Ensuring that marketing of the Institute's education and training services is carried out with integrity and accuracy.

- b. Ensuring that no inaccurate claims of association with any other providers or organisations is made, or give inaccurate advice as to acceptance into another course.
- c. Ensure that records of approved agents are maintained.

## **Administrative Officer (AO)/Asst. AOs**

The Administration Officer/Asst. Admin Officer are the key contacts for students. They will process and maintain the required record systems for the Institute's enrolled students and clients, ensuring that the Institute complies with all the requirements of its regulatory body where these are applicable. They shall also assist the PEO and DOS/Academic /Compliance manager in all office management processes including student fee records and training and assessment records and internal audit processes.

## **Student Support Officer (SSO)/Asst. SSOs**

The SSO/Asst. SSOs are responsible to coordinate student activities. They deal with the student academic activities and course fee payments. They enquire concerning student welfare and whereabouts and report any concerns to the DOS/Academic/Compliance manager or PEO. All students' attendance will be monitored by SSOs and student attendance rolls will be reviewed fortnightly by the DOS or PEO.

## **IT Support Officer**

Maintenance of the Institute's IT requirements including database (WiseNet) – student records, student assessments, trainer resources, internet. Ensuring the secure storage, including weekly backup of electronic records which are to be kept with the PEO. Maintain and update the Institute website.

## **Trainers/Assessors**

Trainers and assessors at the Institute report to the DOS or PEO for:

- a. Course Administration
- b. Training Delivery
- c. Assessments (including RPL)
- d. Work, Health and Safety

## **Other Matters**

### **Expulsion**

The Institute reserves the right to expel students for serious breaches of discipline following appropriate disciplinary procedure. The Institute will notify DIBP via PRISMS. No money is refunded for expelled students.

## Feedback/ evaluation

We seek your feedback, and regularly undertakes evaluations of all courses and activities in order to achieve continuous improvement. We monitor compliance with AQF standards and our policies and procedures through the use of evaluations at both the mid-point and the completion of courses/traineeships. Any complaints or deficiencies are documented by staff on the Continuous Improvement Form to ensure appropriate follow-up action is taken.

## Related Legislations (Laws) in Australia and NSW

For more information about the legislation (laws) in NSW and Australia, please refer to the following Websites:

**For information regarding Australian law (state & commonwealth laws) see:**

- <http://www.comlaw.gov.au>
- <http://www.austlii.edu.au>
- <http://www.scaleplus.law.gov.au>
- <http://www.lawlex.com.au>

**For information about NSW state legislation refer to “legislation in force” at**

<http://www.legislation.nsw.gov.au>

**For information about privacy of information see:**

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

**For information about legislation and guidelines regarding privacy of information**

- Privacy Act 1988 (Commonwealth)
- National Privacy Principles
- Privacy and Personal Information Act 1988 (NSW)
- Health Records and Information Privacy ACT 2002 (NSW)

**For information about Human Rights**

Human Rights & Equal Opportunity Commission website: <http://www.hreoc.gov.au>

**For information about Legislation and/or Regulations**

**Commonwealth legislation**

- Disability Discrimination Act 1992 (Cwth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Racial Hatred Act 1995 (Cwth)
- Sex Discrimination Act 1984(Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Industrial Relations Act 1996 (NSW)

## For legislation specifically referring to work health and safety

- Work cover NSW: (<http://www.workcover.nsw.gov.au>)
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2011 (NSW)
- Workers Compensation Regulation 2003 (NSW)
- Workers Compensation Act 1987 (NSW)

## For legislation specifically referring to overseas students

- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000 (Commonwealth)
- Education Services for Overseas Students (Registration Charges) Act 1997 (Commonwealth)
- Education Services for Overseas Students Act 2000 (Commonwealth)

## ESOS Framework

Kingston Institute Australia, an RTO, is registered by the Australian Skills Quality Authority (ASQA) and by CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). Training Organisations that appear on the CRICOS Register are governed by the ESOS (Education Services for Overseas Students) framework which consists of a number of pieces of legislations including the ESOS Act 2000 and the National Code of Practice 2007 for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutions. For further information please refer to:

<https://aei.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

## Information about Australia

Australia is a unique and diverse country in every way - in culture, population, climate, geography, and history. Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre. Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal.

Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none. The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

In Australia over 200 different languages and dialects are spoken, including over 45 indigenous languages. Most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

For further information please visit following links:

- [www.australia.gov.au](http://www.australia.gov.au)
- [www.immi.gov.au](http://www.immi.gov.au)
- [www.tourism.australia.com](http://www.tourism.australia.com)

## Sydney

Sydney is the most populous city in Australia and is the state capital of New South Wales. It is located on Australia's south-east coast of the Tasman Sea. As of June 2010, the greater metropolitan area had an approximate population of 4.6 million people. Inhabitants of Sydney are called Sydneysiders, comprising a cosmopolitan and international population.

The site of the first British colony in Australia, Sydney was established in 1788 at Sydney Cove by Arthur Phillip, commodore of the First Fleet as a penal colony. The city is built on hills surrounding Port Jackson which is commonly known as *Sydney Harbour*, where the iconic *Sydney Opera House* and the *Harbour Bridge* feature prominently. The hinterland of the metropolitan area is surrounded by national parks, and the coastal regions feature many bays, rivers, inlets and beaches including the famous *Bondi Beach* and *Manly Beach*. Within the city are many notable parks, including *Hyde Park* and the *Royal Botanic Gardens*.

Sydney often ranks highly in various world cities rankings. It has hosted major international sporting events, including the 1938 British Empire Games and the 2000 Summer Olympics. The main airport serving Sydney is Sydney Airport

### The cost of living

Cost of living in Australia compared to the USA, Western Europe, and the United Kingdom is quite economical. Average living cost for international students is approximately AUD \$18,000 per year. This cost does not include tuition fees.

The average international student in Australia spends about \$360 per week on: accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs.

For a more updated estimate of living costs please refer to:

<http://studyninaustralia.gov.au/Sia/en/StudyCosts/LivingCosts>

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. When you are structuring your budget also take into account the following: tuition fees, health insurance, and working while you study.

## Weather

The weather in Sydney may change many times during the day. During the spring and summer months, temperatures can range from 15 degrees to 40 degrees Celsius, in the middle of the day. You should dress lightly but always carry a light jumper (sweater) or cardigan for the evenings. During autumn and winter, the temperature ranges from 5 degrees to 15 degrees Celsius. You should wear a jacket or coat, especially in the city, where the wind is strong and cold. Although it does not snow in Sydney, winter may be very cold because most homes do not have central heating.

## Transportation

Public transport is very easy to use in and around Sydney and also very cheap. The college is located within 2-3 minutes' walk of Bondi Junction Train and Bus stations. If you are over 15 years of age, you must pay the adult fare for all transport. International students in NSW are not eligible for concession fares. Please note buses from the city and from major bus interchanges only take pre-paid tickets during peak hours. For more information please check the following site: [www.131500.info](http://www.131500.info)

## Public holidays

The College is closed on the following public holidays in NSW and Australia.

### New South Wales/Public holidays (2019)

New Year's Day	Tue, 1 Jan 2019
Australia Day	Mon, 28 Jan 2019
Good Friday	Fri, 19 Apr 2019
Holy Saturday	Sat, 20 Apr 2019
Easter	Sun, 21 Apr 2019
Easter Monday	Mon, 22 Apr 2019
Anzac Day	Thu, 25 Apr 2019
Queen's Birthday	Mon, 10 Jun 2019
Labour Day	Mon, 7 Oct 2019
Christmas Day	Wed, 25 Dec 2019
Boxing Day	Thu, 26 Dec 2019

## Accommodation

Student Support Services of the Institute can provide the students with help in finding accommodation and understanding lease and tenancy conditions. Temporary accommodation can be arranged before students leave home allowing their time on arrival to consider where and how they would like to be accommodated in the longer term. Student notice boards and newspapers often advertise rooms, apartments and houses for rent. The institute, however, is not responsible about any accommodation services or costs.

**Homestay:** Living with an Australian family is called Homestay. Homestay is an excellent introduction to the Australian way of life and provides a great opportunity to practice speaking English. Students will be treated as part of the family by their hosts. Homestay is a wonderful way to share a unique cultural experience. AHN Homestay hosts will help you with life in Australia, and advise you of general safety, accommodation and welfare information.

**Information on Homestay for students:**

<http://www.homestaynetwork.org>

**Telephone: 1300 697 829 OR 61 2 8905 0321**

**Greenwich Village Accommodation**

**33 Greenwich Road, Greenwich NSW 2065**

**Tel: +61 2 9436 1881**

[www.gvasydney.com.au](http://www.gvasydney.com.au)

**Backpackers:** Sydney has a large number of backpacker accommodations of good and low quality. Before you stay at backpacker accommodation, you should ask to see the facilities and the bedrooms. Prices for backpackers vary greatly and depend on how many people you are prepared to share a room with. Staying in backpacker accommodation is a good way to meet other travelers and make new friends.

**Share accommodation:** Shared accommodation is where you live with other people in a house or apartment. You may share a bedroom or have a bedroom to yourself and the cost of utilities like electricity and gas are shared between the people in the household. A notice board is available at the campus for people to put up notices for room available – have a look you may find something interesting. For more information please ask at Student Support Officer.

**Where to look for accommodation?**

The following is a list of places where you can go to find advertisements for accommodation:

1. Student noticeboards around College
2. Newspaper classifieds (*MX, Sydney Morning Herald, Daily Telegraph*)
3. Real Estate Agent windows & websites
4. Local shopping centre noticeboards (*Sydney Westfield, Woolworth*)
5. Online student accommodation services

**Choosing a room mate:** The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your Student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles.*

## Information for school age dependants

Please note that prospective students with school aged students should explore schooling obligations and options before enrolling. Students should be aware that any school-aged dependents accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. See <http://www.schools.nsw.edu.au/index.php> for more information about government schools.

## Translating and interpreting service

The Department of Immigration and Citizenship (DIBP) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them.

**Tel: 131 450**

## Council of International students Australia (CISA)

<http://cisa.edu.au/>

## Overseas Students Ombudsman

GPO Box 442 Canberra ACT 2601

[www.oso.gov.au](http://www.oso.gov.au)

E-mail: [overseas.students@ombudsman.gov.au](mailto:overseas.students@ombudsman.gov.au)

Tel: 1300 362 072 within Australia between 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). (612) 6276 0111 outside Australia

## Medical Centers

### Sydney

CBD Medical Centre

**70 Pitt St Near Cnr Martin Place, Sydney 2000**

**(61 2) 9231 1000**

Please check your local area for the closest Medical Centre.

### Hospitals (Sydney)

The Prince of Wales Hospital

**Barker Street, Randwick NSW 2031**

**(61 2) 9382 2291**

Royal Prince Alfred Hospital

**Missenden Road, Camperdown NSW 2050**

**(61 2) 9515 6111**

Please check your local area for the closest hospital.

## Other Useful Contacts

### 24 hour Crisis Emergency Contacts

- Lifeline - 131 114
- Police: a free call- 000
- Salvo Care Line - 9331 6000
- Salvo Suicide Prevention/ Crisis Line - 9331 2000
- Salvo Youth Line - 9360 3000

### Sexual Assault

- NSW Rape Crisis Centre - 98196565 or 1800 424 017
- Eastern and Central Sexual Assault Services - 9515 3680
- Crisis Service-ask for after hours crisis workers - 9515 6111

### Alcohol and Drug Counselling

Alcoholics Anonymous (24 hours) - 9799 1199

### Victims of Crime Support Line

24 hour information, support and referrals - 9374 30000

### Emergency Accommodation

Women's refuges-referral to a women's refuge - 9560 1605

### Interpreting Service:

*Tel: 131450*

Legal Aid NSW can provide free legal advice by calling Law Access NSW legal help line on 1300 888 529 (cost of a local call from a fixed line if made within NSW).

## Making Phone Calls

### Public telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance. Sundays are an excellent day to make interstate or international calls due to all day discount rates.

**Pre-paid telephone cards** offer competitive calling rates to all countries 24 hours per day. Pre-paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

## To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled).

## To make domestic phone calls:

Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://www.yellowpages.com.au) for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

## Calling Australia from overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

*Example: International access number +61 2 9999 3662*

## Other Facilities

### Computer & internet access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

### Australia post

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

[www.auspost.com.au](http://www.auspost.com.au)

## **Emergencies – Dial 000**

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

### **Police**

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### **Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### **Ambulance**

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

### **State emergency service**

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

### **Lifeline**

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### **Poisons information line**

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible

symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: **131 126**.

For translation service in an emergency **situation dial 1300 655 010**

## General practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP –General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

## Interpreter services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit [www.immi.gov.au](http://www.immi.gov.au) or phone **131 450**

## Physical health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org).

## Setting up a Bank Account

You can choose to open an account in any Bank. Student Support Officer (SSO) will help you to open a Bank account if you need help.

### Australia’s major banks are:

- Commonwealth Bank of Australia
- Westpac Banking Corporation
- National Australia Bank (nab)
- Australia and New Zealand Bank (ANZ)

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia.

## Safety when carrying money:

The first and fundamental rule of safety when carry money is:

“Don’t carry large amounts of cash!”

The second is:

“Don't advertise the fact that you are carrying money!”

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

## Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

- [www.mycareer.com.au](http://www.mycareer.com.au)
- [www.seek.com.au](http://www.seek.com.au)
- [www.getjobs.com.au](http://www.getjobs.com.au)
- [www.jobsinoz.com.au](http://www.jobsinoz.com.au)

## Getting a Tax File Number (TFN)

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au), or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

## Taxation returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://www.tabd.gov.au)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

## Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:

[www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia)

You will need to provide the details of your superannuation fund.

## Laws and Safety in Australia

### Obeying the law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at:

[www.australia.gov.au](http://www.australia.gov.au)

### Legal services & advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

#### Jurisdiction

New South Wales  
(Department of Community Services)  
<http://www.legislation.nsw.gov.au/>

#### Legislation

*Principal Acts:*  
Children and Young Persons (Care and Protection)  
Act 1998 (NSW)  
*Other relevant Acts:*  
Children and Young Persons (Care and Protection)

Amendment (Parental Responsibility Contracts) Act  
2006 (NSW)  
Child Protection (Offenders Registration) Act 2000  
(NSW)  
Crimes Act 1900 (NSW)  
Commission for Children and Young People Act  
1998 (NSW)  
The Ombudsman Act 1974 (NSW)  
Family Law Act 1975 (Cth)

## Personal Safety

When you are out and about it is important to be alert and aware of your personal safety. If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start – move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.

### If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible

- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

## Public transport safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

## Road rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, you must know the road rules before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

## Owning a car

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

## Insurance

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

## Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

## Licence requirements

In most States/Territories of Australia if you hold a current driver license from another country, you are allowed to drive on your overseas license as long as:

- You remain a temporary overseas visitor

- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian license if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required. When driving in NSW you must carry your overseas driver license. Your license must be written in English or, if the license is not in English, you must either carry an English translation or an International Driving Permit.

## Drinking alcohol and driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. Driving with blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply. If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

There are legal limits as to the BAC level permissible if you are driving which is 0.05 Blood Alcohol Concentration. [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au) .

## Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

## Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

## Home fire safety

Students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

<https://www.fire.nsw.gov.au/page.php?id=289>

## Sun safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

## Sun protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

- Minimise your time in the sun between 10am and 3pm
- Seek shade
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

## Beach safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

## Australian and Social Culture

### Adjusting to life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your

home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

## Cultural shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home. Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

- *Recognition:* First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
- *Be objective:* Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
- *Set goals:* Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
- *Share your feelings:* Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

## Australian culture

### Greeting people

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters. Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time. You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction.

In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

## Polite behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship. Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question. Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

For more information on Australian slang visit: [www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

## The suggestion box

A Suggestion Box is located at the common area, along with Suggestion Forms for you to fill out if you wish.

## Declaration

I understand that the information provided by me to the Institute may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Kingston Institute Australia is required under section 19 of the ESOS Act to inform the Department of Immigration and Australian Citizenship about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I have read, understood and agree to comply with the information outlined in this Student Handbook.

Student Name : \_\_\_\_\_

Student ID : \_\_\_\_\_

Student Signature : \_\_\_\_\_

please tick this box if you have received and read the attached ESOS Framework form.

**Enjoy reading the Student Handbook!**