Student Handbook

RTO NAME:	**Edinburgh International College Pty Ltd t/a Edinburgh International College (EIC)**
RTO ID:	45561 **Link to the National Training Register**- https://training.gov.au/organisation/details/45561/summary
CRICOS Number:	03817A **Link to CRICOS:** https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03817A
CAMPUS ADDRESS:	Suite 2/61, Riggal Street, Broadmeadows, VIC 3047, Australia.
Year	2026

Welcome to Edinburgh International College Pty Ltd:

From the Chief Executive Officer

Thank you for considering Edinburgh International College Pty Ltd (EIC) for your educational journey in Australia!

We are committed to ensuring your time in Australia is both productive and enjoyable. Our focus extends beyond academic excellence; we strive to provide a meaningful and enriching educational experience that students will cherish and remember for years to come.

At Edinburgh International College Pty Ltd, we take great pride in delivering high-quality education that combines both theoretical understanding and practical application. We strive to align academic learning with industry requirements to ensure students are equipped with the skills and knowledge essential for future success.

On behalf of our dedicated staff and teaching team, I extend a warm welcome to you. You are now part of a vibrant, diverse, and supportive learning community.

This Student Handbook has been designed to provide you with essential information to support your study experience. Inside, you will find details about our courses, fees and charges, admission processes, support and wellbeing services, and key policies. It also outlines your rights and responsibilities as a prospective or current student and explains the procedures that will help you make informed decisions throughout your studies.

We look forward to supporting you throughout your educational journey and welcoming you to the broader Australian and Edinburgh International College's community.

Deval Nirmal
Chief Executive Officer (CEO)
Edinburgh International College Pty Ltd (EIC)

About Edinburgh International College Pty Ltd.

Edinburgh International College t/a Edinburgh International College (herein referred to as 'EIC') is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia. Edinburgh International College Pty Ltd is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS-registered courses to overseas students. We are focused on providing quality vocational training, enabling students to advance their careers by attaining their training and educational goals.

Edinburgh International College delivers high-quality, industry-relevant education in the fields of Carpentry, Painting and Decoration, Bricklaying and Blocklaying, Building and Construction & Leadership and Management. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

At Edinburgh International College Pty Ltd, we understand the goals and aspirations of our students. Our educational philosophy is built on delivering high-quality, industry-relevant vocational training that empowers students to succeed in their chosen fields. We are proud to offer a supportive, inclusive, and caring learning environment that nurtures both academic and personal growth.

Our commitment to excellence is reflected in the dedication of our experienced trainers and administrative team. With strong industry backgrounds and a passion for education, our staff apply best practices in training and assessment to ensure that each student receives a valuable and engaging learning experience.

If you have any questions about our Institute or the courses we offer, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

Address

- **Campus:** Suite 2/61, Riggal Street, Broadmeadows, VIC 3047, Australia
- **Workshop**: Warehouse A, 61, Riggal Street, Broadmeadows, VIC, 3047

Contact Information

Tel: +61 03 9088 6578/+61 449 993 550
E: info@eic.edu.au / deval.nirmal@eic.edu.au | W: www.eic.edu.au



In the spirit of reconciliation, Edinburgh International College acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Edinburgh International College is a place free from discrimination, where everyone belongs. We respect and celebrate the diversity of our communities, including people of all cultural and faith backgrounds, classes, gender and sexual identities, ages and abilities and we are committed to creating a safe and welcoming space for all.

Our Vision

To contribute towards generating resources and means for the betterment of humanity through quality educational services, active participation in community services and establishment of strong entrepreneurship globally.

Our Mission

The mission of Edinburgh International College Pty Ltd is to provide an advantage to the students, the community, and the market with high-quality human capital to meet the demands of the 21st century skill needs in Australia and worldwide. Edinburgh International College will work in partnership with students and the community to provide a balanced educational program which equips each student for future studies, employment, and life. We believe in excellence in teaching, leadership and teamwork and an appreciation of Vocational Education and Training. We encourage our students to grow into confident and compassionate personnel by fostering their independence, self-discipline, integrity, and social responsibility.

Living in Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA but has a population of approximately only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. Edinburgh International College Pty Ltd takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slang and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, Gurudwara and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public system doctors, hospitals, and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs, including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors, and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.).

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits, and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.
Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented.

Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating, and water sports.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.
Customer service - Public Transport Victoria: https://www.ptv.vic.gov.au/customer-service

Driving

Tourist visa holders and students may drive in Australia on a valid overseas driver's license, but if the document is not in English, visitor must carry a translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead).
For more details you may visit:
https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international-student
www.vicroads.vic.gov.au/licences/new-to-victoria/driving-with-your-overseas-licence-in-victoria www.vicroads.vic.gov.au
or https://studymelbourne.vic.gov.au/living-here/transport/drive-a-car

Taxis
Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Local taxi companies

1. **Silver top Taxi:** https://www.silvertop.com.au/

Taxi and **Cabs Melbourne service**. Book a **taxi** online or call 131008.

2. **13CABS:** www.13cabs.com.au/Bookings/Taxi

Book 13CABS Online or Download the App - Melbourne Wide Service

Uber
Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers.

Telephones and Wi-Fi connections
Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.
Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places near and around Melbourne.

Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, and video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students.

The lowest pre-paid Sims and plan costs around 12-15. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plan with less internet and overseas calling minutes. However, there are many providers like Vodafone which give student discounts.

Budgeting
Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. For more information on living in Australia, costs, visit www.studyinaustralia.gov.au.

Travel
During the term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as the Great Ocean Road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.




Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks, and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy may also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

Public Facilities:

ATMs - Westpac:

1. Located in: Queen Victoria Market, Address: 513 Elizabeth St, Melbourne VIC 3000
2. Located at 142 Elizabeth St, Melbourne VIC 3000

At ATM - Smart Deposit, Disabled access, Audio ATM, Access 24 hours

Post Offices

Post offices are open from 9:00 am until 5:00 pm Monday to Friday and till noon on Saturday. The main post office in the Melbourne CBD is situated at the corner of Elizabeth and Little Bourke Streets. There are also public pay phones opposite the post office, in Elizabeth Street.

Credit Cards

Credit cards are widely accepted around Australia. The most accepted credit cards are Visa and MasterCard.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured $1 and $2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments.

There are different types of homestay arrangements. The weekly cost may range from $310 to $460, with packages that include internet access, laundry facilities, and utilities (such as power and water). For further details, students can visit https://www.homestaynetwork.org/melbourne-pricing.

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called "lease" to rent the house, either month-by-month or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.
You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Rent varies depending on factors such as whether you share accommodation, live alone, or on the type of furnishing. For more information on what is included in the rent, please visit https://www.homestaynetwork.org/students/pricing.

Useful internet sites for student housing are:

http://homestaydirect.com.au
http://gumtree.com.au
http://flatmatefinders.com.au

http://www.studymelbourne.vic.gov.au
https://www.homestaynetwork.org/melbourne-pricing
https://www.unilodge.com.au
https://allabouthomestay.com.au

Useful rental accommodation websites are:
www.realestate.com.au
www.domain.com.au
www.realestateview.com.au
https://uniacco.com
https://sha.com.au
https://www.studentaccommodation.com.au

Living in Melbourne



Melbourne is the capital city of Victoria with a population of over 5 million people. It is Australia's second-largest city.

The city offers wonderful experiences, a great climate, friendly people, and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.

In the 2025 Global Liveability Index external link by the Economist Intelligence Unit (EIU), Melbourne is ranked as the 4th most liveable city in the world and the most liveable city in Australia.

Climate
Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)**

Temperatures range from 10-15°C

- **Spring (September - November)**

Temperatures range from 17-22°C

- **Summer (December - February)**

Temperatures can rise above 35°C

- **Autumn (March - May)**

Temperatures range from 17-24°C

Events and Entertainment
Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting, and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Study
Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is best student city in the country and an ideal place to study for students.

Transport
Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe and are available 24 hours a day.

Useful Websites

- Public Transport Victoria (PTV)

https://www.ptv.vic.gov.au

- Metro Trains Melbourne

https://www.metrotrains.com.au

- Yarra Trams

https://yarratrams.com.au

- Myki Information

https://www.ptv.vic.gov.au/tickets/myki

- V/Line

https://www.vline.com.au

- Study Australia

https://www.studyaustralia.gov.au

- Taxis, Hire Cars and Ride Shares

https://studymelbourne.vic.gov.au/living-here/transport/taxis-hire-cars-and-ride-shares

- Guide to Public Transportation

https://studymelbourne.vic.gov.au/living-here/transport/guide-to-public-transportation

- How to Find Accommodation

https://studymelbourne.vic.gov.au/living-here/accommodation/how-to-find-accommodation

Cost of Living

Australia provides good quality and affordable accommodation. Students will need $29,710 per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing, and books. The Financial Capacity Requirement for student and student guardian visas has increased from $21,041 to $29,710 effective 10th May 2024.

Refer to https://immi.homeaffairs.gov.au/news-media/archive/article?itemId=1196. Students can also calculate the cost of living on their own by using the link www.studyaustralia.gov.au/english/live/living-costs or https://studymelbourne.vic.gov.au/living-here/money-and-budgeting/cost-of-living-calculator.

In case where your partners coming with you - AUD $10,394 and additional AUD $4,449 for child coming with you.

- **Hostels and Guesthouses** - $90 to $150 per week
- **Shared Rental** - $95 to $215 per week
- **Homestay** - $310 to $460 per week
- **Rental** - $185 to $440 per week

Other living expenses

- **Groceries and eating out** - $140 to $280 per week.
- **Gas, electricity** - $10 to $20 per week
- **Phone and Internet** - $15 to $30 per week
- **Public transport** - $30 to $60 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

Student Banking



International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business, and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

Commonwealth Bank of Australia: https://www.commbank.com.au/personal/can/moving-to-australia.html

Westpac Bank http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/

ANZ Bank
http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/

National Australia Bank (NAB)
https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia

Further information may be sourced at 'Studies in Australia':
http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia

Education and Childcare
Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

www.studyaustralia.gov.au

Find an Early Childhood Service or School: http://www.education.vic.gov.au/findaservice/home.aspx

Enrolment Information

Student Handbook has been developed to provide prospective students with clear and accurate information, which will allow them to make an informed decision about their study plans with EIC. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, and admission procedures at EIC. The handbook also explains the training and assessment arrangements, available support services, and the rights and responsibilities of students during their study.

Students are strongly advised to read this handbook thoroughly before applying. Students are encouraged to contact EIC and talk to one of our friendly, informed staff members if they are unsure about any information included in this or have any questions.

Students must complete the student application form and Pre-Training Review form (attached within the application form) and send the completed forms along with all the relevant documents and the Application fee to EIC. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.eic.edu.au.

All students are required to have Language, Literacy, Numeracy and Digital Literacy (LLND) skills to perform calculations or complete any other course-related activities. EIC assesses students' Language, Literacy, Numeracy, and Digital (LLND) skills through a test conducted prior to enrolment. Students are emailed a link to course information, along with the LLND test kit, Application Form, PTR Form, and the Student Handbook. The LLND test must be completed honestly and independently. During the Pre-Training Review (PTR) interview, responses may be verified. If a student is suspected of being dishonest, they will be required to retake the test on campus using the ACSF-aligned LLND Robot under the supervision of a qualified assessor.

EIC will assess student's needs during the Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements, including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR form given inside the application form as Appendix 1 and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify the answers provided by the students. EIC may also verify evidence provided by you of your IELTS/equivalent test score and secondary school certificate.

Students are selected fairly based on merit, following EIC's access and equity principles. Applying does not guarantee an offer. All applicants must complete the LLND test and Pre-Training Review (PTR) before enrolment. Those who do not meet the entry requirements will be informed and guided to alternative study options or support.

EIC will issue Letter of Offer to successful applicants after all the documents have been verified. The letter explains how to accept the offer and the conditions of enrolment. Students must read and sign the agreement, pay the required fees, and return the documents to EIC. Course fees will not be accepted without a signed agreement. Once the signed agreement and payment are received (and cleared by the bank), EIC will issue a Confirmation of Enrolment (COE). For more detailed guidance on this process, students can refer to the Enrolment Kit available on our website.

Courses Offered

Course Code and Name	CRICOS Course Code	Total Course Duration	Study Period (SP) (week)	Total tuition fee (AUD)	Total material fee*	Application fees	Total Course Fee
BSB40820 Certificate IV in Marketing and Communication	120959B	36 weeks (30 weeks delivery + 6 weeks holidays)	3 SP of 10 weeks each	$13,250	$1,500	$250	$15,000
BSB50420 Diploma of Leadership and Management	104405C	60 weeks (52 weeks delivery + 8 weeks holidays)	4 SP of 13 weeks each	$11,500	$250	$250	$12,000
BSB50620 Diploma of Marketing and Communication	120960J	52 weeks (40 weeks delivery + 12 weeks holidays)	4 SP of 10 weeks each	$14,500	$1,500	$250	$16,500
BSB50820 Diploma of Project Management	120957D	52 weeks (40 weeks delivery + 12 weeks holidays)	4 SP of 10 weeks each	$14,500	$1,500	$250	$16,500
BSB60420 Advanced Diploma of Leadership and Management	107456A	60 weeks (52 weeks delivery + 8 weeks holidays)	5 SP of 14 weeks each	$11,500	$250	$250	$12,000
BSB60520 Advanced Diploma of Marketing and Communication	120961H	60 weeks (48 weeks delivery + 12 weeks holidays)	4 SP of 12 weeks each	$14,500	$1,500	$250	$16,500
BSB60720 Advanced Diploma of Program Management	120958C	60 weeks (48 weeks delivery + 12 weeks holidays)	4 SP of 12 weeks each	$14,500	$1,500	$250	$16,500
BSB80120 Graduate Diploma of Management (Learning)	107457M	78 weeks (66 weeks delivery + 12 weeks holidays)	5 SP of 13 weeks each	$17,500	$250	$250	$18,000
CPC30620 Certificate III in Painting and Decorating	108274K	52 weeks (48 weeks delivery + 4 weeks holidays)	5 SP of 13 weeks each and 1 SP for 14 weeks	$22,000	$2500	$500	$25,000
CPC30220 Certificate III in Carpentry	108148E	52 weeks (48 weeks delivery + 4 weeks holidays)	7 SP of 10 weeks each	$22,000	$2500	$500	$25,000

CPC33020 Certificate III in Bricklaying and Blocklaying	108691D	52 weeks (48 weeks delivery + 4 weeks holidays)	4 SP of 13 weeks each and 1 SP for 14 weeks	$22,000	$2500	$500	$25,000
CPC50220 Diploma of Building and Construction (Building)	108149D	52 weeks (48 weeks delivery + 4 weeks holidays)	4 SP of 12 weeks each	$22,000	$2500	$500	$25,000
CPC40120 Certificate IV in Building and Construction	110375J	44 weeks (32 weeks delivery + 12 weeks holidays)	2 SP of 10 weeks each and 1 SP of 12 weeks	$11,000	$1250	$250	$12,500

***Material Fee:**
The material fee will cover printed reading materials, handouts and books for courses involving theory-only classes. For courses involving both theory and workshop-based practical training, the material fee will include reading materials, digital books, masks, a high-visibility vest or T-shirt, and required workshop materials (excluding steel-toe safety shoes and overalls).

For CPC30620 - Certificate III in Painting and Decorating, CPC30220 Certificate III in Carpentry, CPC33020 Certificate III in Bricklaying and Blocklaying, CPC50220 Diploma of Building and Construction (Building) and CPC40120 Certificate IV in Building and Construction qualifications: Institute will provide workshop materials as specified in the material fee. However, learners must bring their own steel-toe shoes and overalls. If you need supplier recommendations, EIC can assist. For any further inquiries, please contact the Institute at 03 9088 6578.

Delivery Mode:
For BSB40820 Certificate IV in Marketing and Communication, BSB50420 Diploma of Leadership and Management, BSB50620 Diploma of Marketing and Communication, BSB50820 Diploma of Project Management, BSB60420 Advanced Diploma of Leadership and Management, BSB60520 Advanced Diploma of Marketing and Communication, BSB60720 Advanced Diploma of Program Management, BSB80120 Graduate Diploma of Management (Learning) qualifications: Face-to-face theory learning in a classroom on campus at Suite 2/61 Riggal Street, Broadmeadows, VIC 3047, Australia.

For CPC30620 - Certificate III in Painting and Decorating, CPC30220 - Certificate III in Carpentry and CPC33020 - Certificate III in Bricklaying and Blocklaying qualifications: Face-to-face theory learning in a classroom and practical training at EIC's Practical training workshop located at 61 Riggal Street, Broadmeadows, VIC 3047, Australia.

CPC50220 Diploma of Building and Construction (Building) and CPC40120 Certificate IV in Building and Construction: Face-to-face theory learning in a classroom with practical training at EIC's workshop. For units that require practical training at a construction worksite, arrangements will be made by EIC. Further details regarding training schedules and locations will be provided by the trainer during the course.

Delivery Location:
Classroom: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia
Practical Training: EIC's Practical training workshop at Warehouse A, 61 Riggal Street, Broadmeadows VIC 3047 Australia.

Details of course information can also be found on EIC's website www.eic.edu.au or can be made available at reception.
Please Note: Students are required to attend a minimum of 20 scheduled course contact hours per week.

Course Information

BSB40820 Certificate IV in Marketing and Communication
National Code: BSB40820
CRICOS Course Code: 120959B
Duration: 36 weeks (30 weeks delivery + 6 weeks holidays)
Total Course fees: $15,000
Tuition Fees: $13,250
Material Fee: $1,500
Application Fee: $250

Mode of study: Face-to-face in a classroom with access to business related equipment and resources for a minimum of 20 hours per week over 36 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location:
Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description
This qualification reflects the role of individuals who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts. This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources

Course Structure
In order to achieve qualification BSB40820 Certificate IV in Marketing and Communication, student must complete following 12 units of competencies.

- 6 core units, plus
- 6 elective units

Unit code	Unit of Competency	Core/ Elective
BSBCMM411	Make presentations	Core
BSBCRT412	Articulate, present and debate ideas	Core
BSBMKG433	Undertake marketing activities	Core
BSBMKG435	Analyse consumer behaviour	Core

BSBMKG439	Develop and apply knowledge of communications industry	Core
BSBWRT411	Write complex documents	Core
BSBMKG431	Assess marketing opportunities	Elective Group A
BSBMKG434	Promote products and services	Elective Group A
BSBCRT411	Apply critical thinking to work practices	Elective Group B
BSBOPS404	Implement customer service strategies	Elective Group B
BSBTEC303	Create electronic presentations	Elective Group B
BSBTWK503	Manage meetings	Elective Group B

Training and Assessment (860 hours)

The volume of learning for the qualification is 860 hours. This comprises of:

- Learning hours (360 hours)
- Assessment hours (240 hours)
- Self-study (260 hours)

This will be delivered over 36 weeks of course duration including 30 weeks delivery plus 6 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and other related activities.

Pathways

Pathways from the qualification

Pathways from the qualification- BSB50620 Diploma of Marketing and Communication.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Marketing Assistant

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB40820, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB50420 - Diploma of Leadership and Management
National Code: BSB50420
CRICOS Course Code: 104405C
Duration: 60 weeks (52 weeks delivery + 8 weeks holidays)
Total Course fees: $12,000
Tuition Fees: $11,500
Material Fee: $250
Application Fee: $250

Mode of study: Face-to-face in a classroom with access to business related equipment and resources for a minimum of 20 hours per week over 60 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location:
Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description
This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Course Structure
In order to achieve qualification BSB50420 Diploma of Leadership and Management, student must complete following 12 units of competencies.

- 6 core units, plus
- 6 elective units

Unit code	Unit of Competency	Core/ Elective
BSBCMM511	Communicate with influence	C
BSBCRT511	Develop critical thinking in others	C
BSBLDR523	Lead and manage effective workplace relationships	C
BSBOPS502	Manage business operational plans	C
BSBPEF502	Develop and use emotional intelligence	C
BSBTWK502	Manage team effectiveness	C
BSBTWK503	Manage meetings	E

BSBOPS503	Develop administrative systems	E
BSBOPS504	Manage business risk	E
BSBOPS505	Manage organisational customer service	E
BSBSUS511	Develop workplace policies and procedures for sustainability	E
BSBHRM415	Coordinate recruitment and onboarding	E

Training and Assessment (1400 hours)

The volume of learning for the qualification is 1400 hours. This comprises of:

- Learning Hours- 792 hours
- Assessment Hours- 248 hours
- Self-study- 360 hours

This will be delivered over 60 weeks of course duration including 52 weeks delivery plus 8 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and Research Reports.

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake BSB60420 Advanced Diploma of Leadership and Management.

(Please note that while Edinburgh International College may not offer all the qualifications indicated within the pathway, Edinburgh International College identifies relevant progression that may be attained.)

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Operations manager
- Department Manager
- Administration Manager
- Business Development Manager
- Office Manager

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB50420, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB50620 Diploma of Marketing and Communication
National Code: BSB50620
CRICOS Course Code: 120960J
Duration: 52 weeks (40 weeks delivery + 12 weeks holidays)
Total Course fees: $16,500
Tuition Fees: $14,500
Material Fee: $1,500
Application Fee: $250

Mode of study: Face-to-face in a classroom with access to business related equipment and resources for a minimum of 20 hours per week over 52 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location:
Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description
This qualification reflects the role of individuals who use a sound theoretical knowledge base in marketing and communication and who demonstrate a range of skills to ensure that functions are effectively conducted in an organisation or business area. Typically, the individuals would have responsibility for the work of other staff and lead teams.

This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

Course Structure
In order to achieve qualification BSB50620 Diploma of Marketing and Communication, student must complete following 12 units of competencies.

- 5 core units, plus
- 7 elective units

Unit code	Unit of Competency	Core/ Elective
BSBMKG541	Identify and evaluate marketing opportunities	Core
BSBMKG542	Establish and monitor the marketing mix	Core
BSBMKG552	Design and develop marketing communication plans	Core
BSBMKG555	Write persuasive copy	Core
BSBPMG430	Undertake project work	Core
BSBMKG543	Plan and interpret market research	Elective Group A
BSBMKG545	Conduct marketing audits	Elective Group A
BSBMKG551	Create multiplatform advertisements for mass media	Elective Group A

BSBOPS504	Manage Business Risk	Elective Group B
BSBCMM511	Communicate with influence	Elective Group B
BSBCRT512	Originate and develop concepts	Elective Group B
BSBPEF501	Manage personal and professional development	Elective Group B

Training and Assessment (1200 hours)

The volume of learning for the qualification is 1200 hours. This comprises of:

- Learning hours (556 hours)
- Assessment hours (244 hours)
- Self-study (400 hours)

This will be delivered over 52 weeks of course duration including 40 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, scenarios, Observations, Presentations and other related activities.

Pathways

Pathways from the qualification

Pathways from the qualification- BSB60520 Advanced Diploma of Marketing and Communication

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Campaign Manager

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB50620, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading

BSB50820 Diploma of Project Management
National Code: BSB50820
CRICOS Course Code: 120957D
Duration: 52 weeks (40 weeks delivery + 12 weeks holidays)
Total Course fees: $16,500
Tuition Fees: $14,500
Material Fee: $1,500
Application Fee: $250

Mode of study: Face-to-face in a classroom with access to business related equipment and resources for a minimum of 20 hours per week over 52 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location:
Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description
This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across a number of industry sectors. The job roles that relate to this qualification may include Project Manager and Project Team Leader.

Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Course Structure
In order to achieve qualification BSB50820 Diploma of Project Management, student must complete following 12 units of competencies.

- 8 core units, plus
- 4 elective units

Unit code	Unit of Competency	Core/ Elective
BSBPMG530	Manage project scope	Core
BSBPMG531	Manage project time	Core
BSBPMG532	Manage project quality	Core
BSBPMG533	Manage project cost	Core
BSBPMG534	Manage project human resources	Core
BSBPMG535	Manage project information and communication	Core
BSBPMG536	Manage project risk	Core
BSBPMG540	Manage project integration	Core

BSBCRT511	Develop critical thinking in others	Elective
BSBLDR522	Manage people performance	Elective
BSBPMG538	Manage project stakeholder engagement	Elective
BSBCMM511*	Communicate with influence	Elective

Training and Assessment (1200 hours)
The volume of learning for the qualification is 1200 hours. This comprises of:

- Learning hours (548 hours)
- Assessment hours (252 hours)
- Self-study (400 hours)

This will be delivered over 52 weeks of course duration including 40 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods
All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and other related activities.

Pathways
Pathways from the qualification
Pathways from the qualification- BSB60720 - Advanced Diploma of Program Management
Employment/Career pathway
Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project Manager
- Project Contracts Manager
- Monitoring and Evaluation Manager

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB50820, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB60420 Advanced Diploma of Leadership and Management
National Code: BSB60420
CRICOS Course Code: 107456A
Duration: 60 weeks (52 weeks delivery + 8 weeks holidays)
Total Course Fees: $12,000
Tuition Fees: $11,500
Material Fee: $250
Application Fee: $250

Mode of study: This course at EIC will be delivered face to face in a classroom for a minimum 20 hours per week over 60 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location
Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description
This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Course Structure

In order to achieve qualification BSB60420 Advanced Diploma of Leadership and Management, student must complete following 10 unit of competencies.

- 5 core units, plus
- 5 elective units

Unit code	Unit of Competency	Core/Electives
BSBCRT611	Apply critical thinking for complex problem solving	C
BSBLDR601	Lead and manage organisational change	C
BSBLDR602	Provide leadership across the organisation	C
BSBOPS601	Develop and implement business plans	C
BSBSTR601	Manage innovation and continuous improvement	C
BSBSTR801	Lead innovative thinking and practice	E
BSBPEF501	Manage personal and professional development	E
BSBSTR602	Develop organisational strategies	E
BSBMKG622	Manage organisational marketing processes	E
BSBMKG621	Develop organisational marketing strategy	E

Training and Assessment (1400 hours)

The volume of learning for the qualification is 1400 hours. This comprises of:

- Learning Hours- 816 hours
- Assessment Hours- 224 hours
- Self-study- 360 hours

This will be delivered over 60weeks of course duration including 52 weeks delivery plus 8 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and Research Reports.

Pathways

Pathways from the qualification

After sucessfully achieving this qualification, candidates may undertake BSB80320 Graduate Diploma of Strategic Leadership or BSB80120 -Graduate Diploma of Management (Learning).

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Senior Manager
- Department Manager
- Business Manager
- Senior Executive

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB60420, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB60520 Advanced Diploma of Marketing and Communication

National Code: BSB60520

CRICOS Course Code: 120961H

Duration: 60 weeks (48 weeks delivery + 12 weeks holidays)

Total Course fees: $16,500

Tuition Fees: $14,500

Material Fee: $1,500

Application Fee: $250

Mode of study: Face-to-face in a classroom with access to business related equipment and resources for a minimum of 20 hours per week over 60 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location:

Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification reflects the role of individuals who provide leadership and support strategic direction in the marketing and communications activities of an organisation. Their knowledge base may be highly specialised or broad within the marketing and communications field. Typically, they are accountable for group outcomes and the overall performance of the marketing and communication, advertising or public relations functions of an organisation.

This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

Course Structure

In order to achieve qualification BSB60520 Advanced Diploma of Marketing and Communication, student must complete following 12 units of competencies.

- 4 core units, plus
- 8 elective units

Unit code	Unit of Competency	Core/ Elective
BSBMKG621	Develop organisational marketing strategy	Core
BSBMKG622	Manage organisational marketing processes	Core
BSBMKG623	Develop marketing plans	Core
BSBTWK601	Develop and maintain strategic business networks	Core
BSBMKG624	Manage market research	Elective Group A
BSBMKG625	Implement and manage international marketing programs	Elective Group A
BSBMKG626	Develop advertising campaigns	Elective Group A
BSBCRT512*	Originate and develop concepts	Elective Group B
BSBCRT611*	Apply critical thinking for complex problem solving	Elective Group B
BSBOPS601	Develop and implement business plans	Elective Group B
BSBSTR601	Manage innovation and continuous improvement	Elective Group B
BSBTEC601	Review organisational digital strategy	Elective Group B

Training and Assessment (1260 hours)

The volume of learning for the qualification is 1260 hours. This comprises of:

- Learning hours (712 hours)
- Assessment hours (248 hours)
- Self-study (300 hours)

This will be delivered over 60 weeks of course duration including 48 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and other related activities.

Pathways

Pathways from the qualification

Pathways from the qualification- BSB80320 Graduate Diploma of Strategic Leadership or BSB80120 Graduate Diploma of Management (Learning).

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Account Director

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB60520, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB60720 Advanced Diploma of Program Management

National Code: BSB60720
CRICOS Course Code: 120958C
Duration: 60 weeks (48 weeks delivery + 12 weeks holidays)
Total Course fees: $16,500
Tuition Fees: $14,500
Material Fee: $1,500
Application Fee: $250

Mode of study: Face-to-face in a classroom with access to business related equipment and resources for a minimum of 20 hours per week over 60 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location:

Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in program management across a range of enterprise and industry contexts. The job roles that relate to this qualification include Program Manager.

Individuals in these roles are responsible for managing or directing a program to achieve organisational objectives. A program is defined as a set of interrelated projects, each of which has a project manager.

Individuals at this level use initiative and judgement to direct, plan, and lead a range of program functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems

Course Structure

In order to achieve qualification BSB60720 Advanced Diploma of Program Management, student must complete following 12 units of competencies.

- 4 core units, plus
- 8 elective units

Unit code	Unit of Competency	Core/ Elective
BSBPMG630	Enable program execution	Core
BSBPMG634	Facilitate stakeholder engagement	Core
BSBPMG635	Implement program governance	Core
BSBPMG636	Manage benefits	Core
BSBCRT611	Apply critical thinking for complex problem solving	Elective
BSBINS601	Manage knowledge and information	Elective
BSBLDR601	Lead and manage organisational change	Elective
BSBPEF502	Develop and use emotional intelligence	Elective
BSBPMG632	Manage program risk	Elective
BSBSTR601	Manage innovation and continuous improvement	Elective
BSBFIN601	Manage organisational finances.	Elective
BSBSUS601	Lead corporate social responsibility	Elective

Training and Assessment (1260 hours)

The volume of learning for the qualification is 1260 hours. This comprises of:

- Learning hours (676 hours)
- Assessment hours (284 hours)
- Self-study (300 hours)

This will be delivered over 60 weeks of course duration including 48 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and other related activities.

Pathways

Pathways from the qualification

Pathways from the qualification- BSB80220 Graduate Diploma of Portfolio Management or BSB80320 Graduate Diploma of Strategic Leadership.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Program Manager
- Senior Program Coordinator
- Portfolio Coordinator
- Program Office (PMO) Manager
- Strategic Program Manager
- Business Transformation Manager
- Change Manager

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB60720, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB80120 Graduate Diploma of Management (Learning)

National Code: BSB80120

CRICOS Course Code: 107457M

Duration: 78 weeks (66 weeks delivery + 12 weeks holidays)

Total Course Fees: $18,000

Tuition Fees: $17,500

Material Fee: $250

Application Fee: $250

Mode of study: This course at EIC will be delivered face to face in a classroom for a minimum 20 hours per week over 78 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

Course Structure

In order to achieve qualification BSB80120 Graduate Diploma of Management (Learning), student must complete following 8 unit of competencies.

- 3 core units, plus
- 5 elective units

Unit code	Unit of Competencies	Core/Electives
BSBHRM613	Contribute to the development of learning and development strategies	C
BSBLDR811	Lead strategic transformation	C
TAELED803	Implement improved learning practice	C
BSBHRM611	Contribute to organisational performance development	E
BSBINS603	Initiate and lead applied research	E
BSBHRM614	Contribute to strategic workforce planning	E
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	E
BSBSTR801	Lead innovative thinking and practice	E

Training and Assessment (1520 hours)

The volume of learning for the qualification is 1520 hours. This comprises of:

- Learning Hours- 1056 hours
- Assessment Hours- 264 hours
- Self-study- 200 hours

This will be delivered over 78 weeks of course duration including 66 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge Tests, Projects, Case studies, Role-plays, Observations, Presentations and Research Reports.

Pathways

Pathways from the qualification

Successful completion may enable the student to apply for bachelor's or degree-level courses at other institutions.

(Please note: Edinburgh International College doesn't offer bachelor's or degree-level courses and neither guarantees any pathway into further studies.)

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Learning and development consultant
- Manager/head of department, registered training organisation (RTO)
- Organisational Learning and Leadership Manager
- Operational manager
- Workforce capability development leader
- Workforce planner
- Educational professional working within an RTO

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/BSB80120, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

CPC30620 Certificate III in Painting and Decorating

National Code: CPC30620

CRICOS Course Code: 108274K

Duration: 52 weeks (48 weeks delivery + 4 weeks holidays)

Total Course Fees: $25,000

Tuition Fees: $22,000

Material Fee: $2,500

Application Fee: $500

Mode of study: Face to face in a classroom, with practical training at EIC's workshop for a minimum of 20 hours per week over 52 weeks of delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

For Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Practical Training: At EIC's Practical training workshop located at Warehouse A, 61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification provides a trade outcome in painting and decorating for residential and commercial construction work.

Course Structure

In order to achieve qualification CPC30620 Certificate III in Painting and Decorating, student must complete following 29 unit of competencies.

- 26 core units, plus
- 3 elective units

Unit Code	Unit of Competency	Core/ Elective	Pre-requisites
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	C	Nil
CPCCCM2008	Erect and dismantle restricted height scaffolding	C	CPCCWHS2001
CPCCCM2012	Work safely at heights	C	CPCCWHS2001
CPCCCM3001	Operate elevated work platforms up to 11 metres	C	Nil
CPCCCM3005	Calculate costs of construction work	C	Nil
CPCCOM1012	Work effectively and sustainably in the construction industry	C	Nil
CPCCOM1013	Plan and organise work	C	Nil
CPCCOM1014	Conduct workplace communication	C	Nil
CPCCOM1015	Carry out measurements and calculations	C	Nil
CPCCOM2001	Read and interpret plans and specifications	C	CPCCWHS2001
CPCCPB3026	Erect and maintain trestle and plank systems	C	CPCCWHS2001
CPCCPD2011	Handle and store painting and decorating materials	C	CPCCWHS2001
CPCCPD2012	Use painting and decorating tools and equipment	C	CPCCWHS2001
CPCCPD2013	Remove and replace doors and door and window components	C	CPCCWHS2001
CPCCPD3021	Prepare existing coated surface for painting	C	CPCCWHS2001
CPCCPD3022	Apply paint by brush and roller	C	CPCCWHS2001
CPCCPD3023	Apply texture coat paint finishes by brush, roller and spray	C	CPCCWHS2001
CPCCPD3024	Apply paint by spray	C	CPCCWHS2001
CPCCPD3025	Match specific paint colours	C	CPCCWHS2001
CPCCPD3026	Apply stains and clear timber finishes	C	CPCCWHS2001
CPCCPD3027	Remove and apply wallpaper	C	CPCCWHS2001
CPCCPD3028	Apply decorative paint finishes	C	CPCCWHS2001
CPCCPD3030	Apply protective paint coating systems	C	CPCCWHS2001

CPCCPD3031	Work safely with lead-painted surfaces in the painting industry	C	CPCCWHS2001
CPCCPD3035	Prepare uncoated surfaces for painting	C	CPCCWHS2001
CPCCPD3036	Work safely to encapsulate non-friable asbestos in the painting industry	C	CPCCWHS2001
CPCCPD3029	Remove graffiti and apply anti-graffiti coatings	E	CPCCWHS2001
CPCCPD3032	Apply advanced wall coverings	E	CPCCWHS2001
CPCCSP3003	Apply trowelled texture coat finishes	E	CPCCWHS2001

Training and Assessment (1220 hours)

The volume of learning for the qualification is 1220 hours. This comprises of:

- Learning Hours- 552 hours (284 hours of theory training and 268 hours of practical training)
- Assessment Hours- 408 hours (128 hours of theory assessment and 280 hours of practical assessment)
- Independent Study, work on assignment & research- 260 hours

This will be delivered over 52 weeks of course duration including 48 weeks delivery plus 4 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Practical demonstrations, Projects, Knowledge Tests etc.

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake CPC40120 - Certificate IV in Building and Construction or CPC50220 - Diploma of Building and Construction (Building).

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Painter and Decorator - Commercial
- Painter and Decorator– Residential

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/CPC30620, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

CPC30220 Certificate III in Carpentry
National Code: CPC30220
CRICOS Course Code: 108148E
Duration: 52 weeks (48 weeks delivery + 4 weeks holidays)
Total Course Fees: $25,000
Tuition Fees: $22,000
Material Fee: $2,500
Application Fee: $500

Mode of study: Face to face in a classroom, with practical training at EIC's workshop for a minimum of 20 hours per week over 52 weeks of delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location
For Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia
Practical Training: At EIC's Practical training workshop located at Warehouse A, 61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This is a trade qualification for carpenters in residential and commercial workplaces. It includes setting out, manufacturing, constructing, assembling, installing and repairing products made using timber and non-timber materials.

Course Structure
In order to achieve qualification CPC30220 Certificate III in Carpentry, student must complete following 34 unit of competencies.

- 27 core units, plus
- 7 elective units

Unit Code	Unit of Competency	Core/ Elective	Pre-requisites
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	C	Nil
CPCCWHS3001	Identify construction work hazards and select risk control strategies	C	Nil
CPCCOM1012	Work effectively and sustainably in the construction industry.	C	CPCCWHS2001
CPCCCA2002	Use carpentry tools and equipment	C	CPCCWHS2001
CPCCCA2011	Handle carpentry materials	C	CPCCWHS2001

CPCCCA3025	Read and interpret plans, specifications and drawings for carpentry work	C	CPCCWHS2001
CPCCCM2012	Work safely at heights	C	CPCCWHS2001
CPCCOM1015	Carry out measurements and calculations	C	Nil
CPCCOM3001	Perform construction calculations to determine carpentry material requirements	C	Nil
CPCCCA3001	Carry out general demolition of minor building structures	C	CPCCWHS2001
CPCCCA3002	Carry out setting out	C	CPCCWHS2001
CPCCCO2013	Carry out concreting to simple forms	C	CPCCWHS2001
CPCCCM2006	Apply basic levelling procedures	C	Nil
CPCCOM3006	Carry out levelling operations	C	Nil
CPCCCA3004	Construct and erect wall frames	C	CPCCWHS2001
CPCCCA3005	Construct ceiling frames	C	CPCCWHS2001
CPCCCA3007	Construct pitched roofs	C	CPCCWHS2001
CPCCCA3008	Construct eaves	C	CPCCWHS2001
CPCCCA3016	Construct, assemble and install timber external stairs	C	CPCCWHS2001
CPCCCA3006	Erect roof trusses	C	CPCCWHS2001
CPCCCA3028	Erect and dismantle formwork for footings and slabs on ground	C	CPCCWHS2001
CPCCCM2008	Erect and dismantle restricted height scaffolding	C	CPCCWHS2001
CPCCCA3003	Install flooring systems	C	CPCCWHS2001
CPCCCA3010	Install windows and doors	C	CPCCWHS2001
CPCCCA3017	Install exterior cladding	C	CPCCWHS2001
CPCCCA3024	Install lining, panelling and moulding	C	CPCCWHS2001
CPCCOM1014	Conduct workplace communication	C	CPCCWHS2001
CPCCOM1013	Plan and organise work	C	CPCCWHS2001
CPCCCM2002	Carry out hand excavation	E	CPCCWHS2001

CPCCCA3018	Construct, erect and dismantle formwork for stairs and ramps	E	CPCCWHS2001
CPCCWC3004	Install suspended ceilings	E	CPCCWHS2001
CPCCWC3003	Install dry wall passive fire-rated systems	E	CPCCWHS2001
CPCCCM3005	Calculate costs of construction work	E	CPCCWHS2001
CPCCSF2004	Place and fix reinforcement materials	E	CPCCWHS2001

Training and Assessment (1300 hours)

The volume of learning for the qualification is 1300 hours. This comprises of:

- Learning Hours- 516 hours (272 hours of theory training and 244 hours of practical training)
- Assessment Hours- 448 hours (148 hours of theory assessment and 296 hours of practical assessment)
- Independent Study, work on assignment & research- 340 hours

This will be delivered over 52 weeks of course duration including 48 weeks delivery plus 4 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Practical demonstrations, Projects, Knowledge Tests etc.

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake CPC40120 - Certificate IV in Building and Construction or CPC50220 - Diploma of Building and Construction (Building).

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Carpenter - Commercial
- Carpenter - Formwork
- Carpenter – Residential

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/CPC30220, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

CPC33020 Certificate III in Bricklaying and Blocklaying

National Code: CPC33020

CRICOS Course Code: 108691D

Duration: 52 weeks (48 weeks delivery + 4 weeks holidays)

Total Course Fees: $25,000

Tuition Fees: $22,000

Material Fee: $2,500

Application Fee: $500

Mode of study: Face to face in a classroom, with practical training at EIC's workshop for a minimum of 20 hours per week over 52 weeks of delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

For Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Practical Training: At EIC's Practical training workshop located at Warehouse A, 61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification reflects the trade qualified role of a bricklayer, block layer or paver who may have responsibility for undertaking heritage bricklaying, refractory bricklaying, bricklaying, block laying and paving work in residential, industrial and commercial contexts, in both existing and new constructions.

Course Structure

In order to achieve qualification CPC33020 Certificate III in Bricklaying and Blocklaying, student must complete following 28 unit of competencies.

- 20 core units, plus
- 8 elective units

Unit Code	Unit of Competency	Core/ Elective	Pre-requisites
CPCCWHS2001	Apply WHS requirements, policies, and procedures in the construction industry	Core	Nil
CPCCBL2001*	Handle and prepare bricklaying and blocklaying materials	Core	CPCCWHS2001
CPCCBL2002*	Use bricklaying and blocklaying tools and equipment	Core	CPCCWHS2001
CPCCBL3002*	Carry out masonry veneer construction	Core	CPCCWHS2001
CPCCBL3003*	Carry out cavity brick construction	Core	CPCCWHS2001
CPCCBL3005*	Lay masonry walls and corners	Core	CPCCWHS2001
CPCCBL3006*	Lay multi-thickness walls and piers	Core	CPCCWHS2001

CPCCBL3009*	Install flashings and damp proof course	Core	CPCCWHS2001
CPCCBL3010*	Construct masonry arches	Core	CPCCWHS2001
CPCCBL3011*	Construct curved walls	Core	CPCCWHS2001
CPCCBL3013*	Construct masonry structural systems	Core	CPCCWHS2001
CPCCCA3002*	Carry out setting out	Core	CPCCWHS2001
CPCCCM2006	Apply basic levelling procedures	Core	Nil
CPCCCM2008*	Erect and dismantle restricted height scaffolding	Core	CPCCWHS2001
CPCCCM2012*	Work safely at heights	Core	CPCCWHS2001
CPCCOM1012	Work effectively and sustainably in the construction industry	Core	Nil
CPCCOM1013	Plan and organise work	Core	Nil
CPCCOM1014	Conduct workplace communication	Core	Nil
CPCCOM1015	Carry out measurements and calculations	Core	Nil
CPCCOM2001*	Read and interpret plans and specifications	Core	CPCCWHS2001
CPCCBC4003	Select, prepare and administer a construction contract	Elective	Nil
CPCCBL3001	Lay paving	Elective	CPCCWHS2001
CPCCBL3004	Construct masonry steps and stairs	Elective	CPCCWHS2001
CPCCBL3014	Install fire-rated masonry construction	Elective	CPCCWHS2001
CPCCBL3016	Construct battered masonry walls and piers	Elective	CPCCWHS2001
CPCCBL3018	Install aerated autoclaved concrete products	Elective	CPCCWHS2001
CPCCCO2013	Carry out concreting to simple forms	Elective	CPCCWHS2001
CPCCSF2004	Place and fix reinforcement materials	Elective	CPCCWHS2001

Training and Assessment (1300 hours)

The volume of learning for the qualification is 1300 hours. This comprises of:

- Learning Hours- 544 hours (272 hours of theory training and 272 hours of practical training)
- Assessment Hours- 416 hours (124 hours of theory assessment and 292 hours of practical assessment)
- Independent Study, work on assignment & research- 340 hours

This will be delivered over 52 weeks of course duration including 48 weeks delivery plus 4 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Practical demonstrations, Projects, Knowledge Tests etc.

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake CPC40120 - Certificate IV in Building and Construction.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Bricklayer
- Blocklayer

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/CPC33020, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

CPC50220 Diploma of Building and Construction (Building)

National Code: CPC50220

CRICOS Course Code: 108149D

Duration: 52 weeks (48 weeks delivery + 4 weeks holidays)

Total Course Fees: $25,000

Tuition Fees: $22,000

Material Fee: $2,500

Application Fee: $500

Mode of study: Face to face in a classroom, with practical training at EIC's workshop with access to a simulated environment for a minimum of 20 hours per week over 52 weeks of delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

For Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Practical Training: At EIC's Practical training workshop located at Warehouse A, 61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification reflects the role of building professionals who apply knowledge of structural principles, risk and financial management, estimating, preparing and administering building and construction contracts, selecting contractors, overseeing the work and its quality and managing construction work in building projects including residential and commercial with the following limitations:

- Residential construction limited to National Construction Code Class 1 and 10 buildings to a maximum of 3 storeys.
- Commercial construction limited to National Construction Code Class 2 to 9 buildings, Type C and B construction.

Course Structure

In order to achieve qualification CPC50220 Diploma of Building and Construction (Building), student must complete following 27 unit of competencies.

- 24 core units, plus
- 3 elective units

Unit Code	Unit of Competency	Core/ Elective	Pre-requisites
BSBOPS504	Manage risk	C	Nil
BSBWHS513	Lead WHS risk management	C	Nil
CPCCBC4001	Apply building codes and standards to the construction process for Class 1 and 10 buildings	C	Nil
CPCCBC4003	Select, prepare and administer a construction contract	C	Nil
CPCCBC4004	Identify and produce estimated costs for building and construction projects	C	Nil
CPCCBC4005	Produce labour and material schedules for ordering	C	Nil
CPCCBC4008	Supervise site communication and administration processes for building and construction projects	C	Nil
CPCCBC4053	Apply building codes and standards to the construction process for Class 2 to 9, Type C buildings	C	Nil
CPCCBC4009	Apply legal requirements to building and construction projects	C	Nil
CPCCBC4010*	Apply structural principles to residential and commercial constructions	C	CPCCBC4053 CPCCBC4001

CPCCBC4012	Read and interpret plans and specifications	C	Nil
CPCCBC4013	Prepare and evaluate tender documentation	C	Nil
CPCCBC4014	Prepare simple building sketches and drawings	C	Nil
CPCCBC4018	Apply site surveys and set-out procedures to building and construction projects	C	Nil
CPCCBC5001	Apply building codes and standards to the construction process for Type B construction	C	Nil
CPCCBC5002	Monitor costing systems on complex building and construction projects	C	Nil
CPCCBC5003	Supervise the planning of onsite building and construction work	C	Nil
CPCCBC5005	Select and manage building and construction contractors	C	
CPCCBC5007	Administer the legal obligations of a building and construction contractor	C	Nil
CPCCBC5010	Manage construction work	C	Nil
CPCCBC5011	Manage environmental management practices and processes in building and construction	C	Nil
CPCCBC5013	Manage professional technical and legal reports on building and construction projects	C	Nil
CPCCBC5018*	Apply structural principles to the construction of buildings up to 3 storeys	C	CPCCBC4053 CPCCBC5001
CPCCBC5019	Manage building and construction business finances	C	Nil
BSBPMG532	Manage project quality	E	Nil
CPCSUS5001	Develop workplace policies and procedures for sustainability	E	Nil
CPCCBC4052	Lead and manage teams in the building and construction industry	E	Nil

Training and Assessment (1200 hours)

The volume of learning for the qualification is 1200 hours. This comprises of:

- Learning Hours- 476 hours (356 hours of theory training and 120 hours of practical training)
- Assessment Hours- 484 hours (212 hours of theory assessment and 272 hours of practical assessment)
- Independent Study, work on assignment & research- 240 hours

This will be delivered over 52 weeks of course duration including 48 weeks delivery plus 4 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Practical demonstrations, Projects, Knowledge Tests etc.

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake CPC60220 - Advanced Diploma of Building and Construction (Management).

(Please note that while Edinburgh International College may not offer all the qualifications indicated within the pathway, Edinburgh International College identifies relevant progression that may be attained)

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project Builder.
- Contracts Administrator.
- Building/Construction Manager
- Registered Builder

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/CPC50220, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

CPC40120 Certificate IV in Building and Construction

National Code: CPC40120

CRICOS Course Code: 110375J

Duration: 44 weeks (32 weeks delivery + 12 weeks holidays)

Total Course Fees: $12,500

Tuition Fees: $11,000

Material Fee: $1,250

Application Fee: $250

Mode of study: Face to face in a classroom, with practical training at EIC's workshop with access to a simulated environment for a minimum of 20 hours per week over 44 weeks of delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

For Face-to-Face theory classes: Suite 2/61 Riggal Street, Broadmeadows VIC 3047 Australia

Practical Training: At EIC's Practical training workshop – Warehouse A, 61 Riggal Street, Broadmeadows VIC 3047 Australia

Course Description

This qualification reflects the role of builders, site managers and managers of small to medium-sized building businesses who apply knowledge of structural principles, codes, standards and legal requirements to Class 1 and 10, to a maximum of two storeys and Class 2 to 9 Type C constructions, and who plan and supervise safe building and construction work, prepare and administer contracts, and who apply quality principles to building and construction projects.

Building relates to construction and Site Management is about managing the factors around construction, such as the deployment of crews with specialised skills (including builders), product compliance, deployment of contract specialised skills, weather and site location.

Course Structure

In order to achieve qualification CPC40120 Certificate IV in Building and Construction, student must complete following 19 unit of competencies.

- 11 core units, plus
- 8 elective units

Unit Code	Unit of Competency	Core/ Elective	Pre-requisites
CPCCBC4007	Plan building or construction work	C	Nil
CPCCBC4008	Supervise site communication and administration processes for building and construction projects	C	Nil
CPCCBC4009	Apply legal requirements to building and construction projects	C	Nil
CPCCBC4010*	Apply structural principles to residential and commercial constructions	C	CPCCBC4053 CPCCBC4001
CPCCBC4012	Read and interpret plans and specifications	C	Nil
CPCCBC4014	Prepare simple building sketches and drawings	C	Nil
CPCCBC4018	Apply site surveys and set-out procedures to building and construction projects	C	Nil
CPCCBC4021	Minimise waste on the building and construction site	C	Nil

CPCCBC4053	Apply building codes and standards to the construction process for Class 2 to 9, Type C Buildings	C	Nil
CPCCBC4001	Apply building codes and standards to the construction process for Class 1 and 10 Buildings	C	Nil
CPCCBC4002	Manage work health and safety in the building and construction workplace	C	Nil
CPCCBC4003	Select, prepare and administer a construction contract	E	Nil
CPCCBC4004	Identify and produce estimated costs for building and construction projects	E	Nil
CPCCBC4005	Produce labour and material schedules for ordering	E	Nil
CPCCBC4006	Select, procure and store construction materials for building and construction projects	E	Nil
BSBPMG422	Apply project quality management techniques	E	Nil
CPCSUS4002	Use building science principles to construct energy efficient buildings	E	Nil
BSBPEF501	Manage personal and professional development	E	Nil
BSBESB407	Manage finances for new business ventures	E	Nil

Training and Assessment (700 hours)

The volume of learning for the qualification is 700 hours. This comprises of:

- Learning Hours- 336 hours (248 hours of theory training and 88 hours of practical training)
- Assessment Hours- 304 hours (212 hours of theory assessment and 92 hours of practical assessment)
- Independent Study, work on assignment & research- 60 hours

This will be delivered over 44 weeks of course duration including 32 weeks delivery plus 12 weeks holidays. Students are required to attend a minimum of 20 scheduled course contact hours per week.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Practical demonstrations, Projects, Knowledge Tests etc.

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake CPC50220 - Diploma of Building and Construction (Building).

Employment/Career pathway
Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Registered Builder
- Construction Manager
- Domestic Builder
- Building Estimator
- Building/Construction Project Supervisor

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.yourcareer.gov.au/learn-and-train/courses/CPC40120, it doesn't imply any job guarantee or job role at the end of the course. EIC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Entry Requirements

All students are required to meet following requirements in order to be accepted into Edinburgh International College Pty Ltd courses.

Enrolment Information

- A completed application form and signed agreement.
- Identification documents, one of which is a photo of the student such as a driver's license or a passport.

English Language Requirements for International students:

International students applying for these courses either off-shore or on-shore will require:
i) Either a minimum IELTS (General) test score of 6.0 in each component or equivalent for direct entry into a VET course.
or IELTS score of 5.5 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main 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.
Note: Results older than two years are not acceptable.
or Oxford Placement test with score 61 or higher.
Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 6.0. Students may refer to the IELTS Equivalent Requirements policy for further information available at reception or contact EIC.
OR
ii) to provide evidence that applicant has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries; (i) Australia; (ii) Canada; (iii) New Zealand; (iv) South Africa; (v) the Republic of Ireland; (vi) the United Kingdom; (vii) the United States of America.

OR
iii) to provide evidence that they are citizen of and hold a valid passport by one of the following countries - Canada, New Zealand, The Republic of Ireland, The United Kingdom of Great Britian and Northern Ireland, The United States of America.
OR

iv) to provide evidence that, within two years of their signed written agreement date**, they have successfully the requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English, or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English.
** The date when EIC receives the signed written agreement (either through email or by hand).

Test evidence table:

Column 1	Column 2	Column 3	Column 4
Test name	**Minimum test score**	**Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS.**	**Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.**
C1 Advanced	**Overall band score:** 161 **Minimum scores no l** Listening: 163 | Reading: 163 | Writing: 170 | Speaking: 179	**C1 Advanced** cannot be combined with ELICOS	
CELPIP General Canadian English Language Proficiency Index Program General (CELPIP General)	Score of 7 in each component.	Overall band score of 6.	Overall band score of 5.
IELTS Academic	**Score of 6.0** in each component	Average band score of 5.5.	Average band score of 5.0.
IELTS General Training	**Score of 6.0** in each component	Average band score of 5.5.	Average band score of 5.0.
LANGUAGECERT Academic	Minimum scores – Listening: 57 | Reading: 60 | Writing: 64 | Speaking: 70	Overall band score of 54.	Overall band score of 46.
MET Michigan English Test (MET)	Minimum scores – Listening: 56 | Reading: 55 | Writing: 57 | Speaking: 48	Overall band score of 49.	Overall band score of 44.
OET Occupational English Test (OET)	Minimum scores – Listening: 290 | Reading: 310 | Writing: 290 | Speaking: 330	Overall band score of 1090.	Overall band score of 1020.
PTE Academic	Minimum scores – Listening: 47 | Reading: 48 | Writing: 51 | Speaking: 54	Overall band score of 39.	Overall band score of 31.
TOEFL iBT (From 26 July 2023 to 4 May 2024, the TOEFL iBT test was not approved for Australian visa purposes.)	Minimum scores – Listening: 16 | Reading: 16 | Writing: 19 | Speaking: 19	Total band score of 51.	Total band score of 37.

*The test must have been taken no more than two years before you apply to study at Edinburgh International College Pty Ltd.

Important Note

- The above-mentioned English language scores are required for studying course at the Institute. Students are also advised to check the English test score requirements **separately** with the **Department of Home Affairs** or consult a **registered Migration Agent** for student visa purposes.
- Refer to: *Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visas) Instrument 2025 – Federal Register of Legislation*
- For more information, visit the **Department of Home Affairs – English Language Visa Requirements** page.

Note: The Institute does not guarantee or imply that undertaking any course offered will result in a migration outcome. The Institute does not act on behalf of the student or intending student in securing any such outcome.

Academic Requirement

To enrol in **BSB40820** Certificate IV in Marketing and Communication, **BSB50820** Diploma of Project Management, **BSB50420** - Diploma of Leadership and Management, **CPC30620** - Certificate III in Painting and Decorating, **CPC30220** - Certificate III in Carpentry, **CPC33020** - Certificate III in Bricklaying and Blocklaying, **CPC50220** - Diploma of Building and Construction (Building) and **CPC40120** - Certificate IV in Building and Construction, applicants should have successfully completed year 12 or senior secondary studies in applicant's home country equivalent to Australian senior secondary institute examination.

And for **BSB80120** Graduate Diploma of Management (Learning), applicants should have successfully completed a bachelor's degree from any country or at least an AQF Diploma or Advanced Diploma qualification in Australia.
or
For all the above qualifications, mature age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

The Institute has detailed guidelines and procedures when considering relevant qualifications and experience for mature age students. Please refer to the Guidelines for prior experience evidence and qualifications for entry requirements available at the institute. Students can email their request for this copy at info@eic.edu.au.

To enrol in **BSB60420 Advanced Diploma of Leadership and Management**, applicants must meet one of the following entry requirements:

- Hold a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions)
  or
- Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

To enrol in **BSB50620 Diploma of Marketing and Communication**, applicants should have successfully completed one of the following:

- BSB42415 Certificate IV in Marketing and Communication, **or**
- The following units (or their equivalent competencies (Equivalent competencies are predecessor units that have been

mapped as equivalent)):
- BSBCMM411 Make presentations
- BSBCRT412 Articulate, present and debate ideas
- BSBMKG433 Undertake marketing activities
- BSBMKG435 Analyse consumer behaviour
- BSBMKG439 Develop and apply knowledge of communications industry
- BSBWRT411 Write complex documents **or**

- At least two years of equivalent full-time relevant work experience

To enrol in **BSB60520 Advanced Diploma of Marketing and Communication**, applicants should have successfully completed BSB52415 Diploma of Marketing and Communication or must have completed the following units (or equivalent competencies):
- BSBMKG541 Identify and evaluate marketing opportunities;
- BSBMKG542 Establish and monitor the marketing mix;
- BSBMKG552 Design and develop marketing communication plans;
- BSBMKG555 Write persuasive copy; and
- BSBPMG430 Undertake project work.

Equivalent competencies are predecessors to these units, which have been mapped as equivalent or have four years equivalent full-time relevant work experience.

To enrol in **BSB60720 Advanced Diploma of Program Management,** applicants should have successfully completed one of the following qualifications:
- BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).
- Have completed two (2) years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.

Note: Students enrolling in **CPC50220** Diploma of Building and Construction (Building) and **CPC40120** Certificate IV in Building and Construction must hold a current General Construction Induction Card (White Card), obtained through successful completion of CPCWHS1001. This is a mandatory requirement for entry to any construction site in Australia to complete training for units that include worksite training. Students who cannot provide evidence of a valid White Card will not be permitted to participate in any training or assessment activities conducted at a live construction worksite.

Language, Literacy, Numeracy and Digital (LLND) Assessment

All students applying to enrol in a course at Edinburgh International College Pty Ltd are required to complete a Language, Literacy, Numeracy, and Digital (LLND) assessment prior to enrolment. This assessment, mapped to the Australian Core Skills Framework (ACSF), helps determine whether the student possesses the core skills necessary to successfully undertake their chosen course. Sound LLND skills are essential, as students will be expected to complete course-related tasks such as calculations, written work, and the use of digital tools.

The results of the LLND assessment, combined with the outcomes of the Pre-Training Review (PTR) interview, assist the Institute in confirming whether a student is academically prepared to begin training. Where required, students may be identified as needing internal learning support or referred to external support programs, such as foundation skills or ELICOS courses. This process ensures each student is placed in a course that matches their abilities, receives the appropriate level of support, and is positioned for success in their learning journey.

Edinburgh International College Pty Ltd will conduct the LLND (Language, Literacy, Numeracy, and Digital skills) test prior to enrolment. Once a student expresses interest in enrolling in a course, the College will share the pathway to the relevant section of its website to provide all marketing materials. The student will receive an LLND test kit, Application Form and PTR Form via email. Additionally, a copy of the Student Handbook will be sent to ensure the student has all the necessary information before making an enrolment decision. Edinburgh International College Pty Ltd expects students to complete the LLND test honestly and independently.

During the Pre-Training Review (PTR) interview, students will be asked questions related to their LLND test responses to confirm that the test was completed honestly. If the LLND assessor or other appointed officer conducting the PTR interview suspects that the student did not complete the LLND test honestly or independently, the student will be required to retake the LLND test on campus by using an ACSF mapped online LLND assessment tool - LLND Robot - under the supervision of a qualified LLND assessor.
All students are required to undertake a language, literacy, Numeracy and Digital Literacy (LLND) test according to the following qualifications:

Qualification	Performance Level
BSB40820 Certificate IV in Marketing and Communication	ACSF Level 3
BSB50420 - Diploma of Leadership and Management	ACSF Level 4
BSB50620 Diploma of Marketing and Communication	ACSF Level 4
BSB50820 Diploma of Project Management	ACSF Level 4
BSB60420 - Advanced Diploma of Leadership and Management	ACSF Level 4
BSB60520 Advanced Diploma of Marketing and Communication	ACSF Level 4
BSB60720 Advanced Diploma of Program Management	ACSF Level 4
BSB80120 - Graduate Diploma of Management (Learning)	ACSF Level 4
CPC30620 - Certificate III in Painting and Decorating	ACSF Level 3
CPC30220 - Certificate III in Carpentry	ACSF Level 3
CPC33020 - Certificate III in Bricklaying and Blocklaying	ACSF Level 3
CPC50220 - Diploma of Building and Construction (Building)	ACSF Level 4
CPC40120 - Certificate IV in Building and Construction	ACSF Level 3

Assessment Outcome and Support

- Students are required to demonstrate the minimum Australian Core Skills Framework (ACSF) performance levels appropriate to the qualification.
- If a student does not meet the required level in up to two core skill areas, and the shortfall is no more than one level, targeted support (such as pre-training resources or reasonable adjustments) will be offered to help them engage with the course.
- If a student does not meet the required ACSF levels in more than two core skills or falls more than one level below the required standard, they may be referred to an alternative learning pathway, such as foundation skills training, before commencing this qualification.
- All students will receive individualised feedback on their assessment results and be informed of available support options to ensure equitable access to training and assessment.

*LLND support- Where required, students will be offered reasonable adjustments in line with Edinburgh International College Pty Ltd.'s Access, Equity and Reasonable Adjustment Policy to ensure fair assessment opportunities. If students do not meet the recommended English and/or LLND requirements, students will be referred for additional support which will be provided by the institute with the ACSF Support Plan or students may also be asked to take further Language, literacy, numeracy and digital training, such as ELICOS programs at other institutes to ensure that students are provided with support and proper guidance. Please note that Edinburgh International College Pty Ltd does not deliver ELICOS programs.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLND requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas, namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
6. Digital Literacy

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact Edinburgh International College Pty Ltd to seek assistance or support in LLND. Refer to LLND policy for more details.

Students are requested to speak to the LLND Support officer or Administration Manager to discuss the support measures that they might need. Edinburgh International College Pty Ltd will provide support at no additional cost.

Computer literacy requirements

All students enrolling in EIC courses are expected to have basic computer and digital literacy skills. As part of the application process, students are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form, which includes questions related to their computer and internet using skills.

Digital literacy will be evaluated before enrolment to confirm that students can access and navigate online tools, upload materials, participate in webinars, and follow digital instructions. Students who are identified through the Pre-Training Review or LLND assessment as having limited digital literacy will be referred to the Student Support Officer for targeted assistance. Edinburgh International College Pty Ltd (EIC) will provide basic computer skills support, including guidance on accessing the Learning Management System, using communication platforms, and completing digital learning tasks. To arrange digital support, students must meet with the Student Support Officer in person or contact us at +61 03 9088 6578/+61 449 993 550.

Minimum age requirements

Students must be above 18 years of age while filling out the application form.

Materials and Equipment Required

Edinburgh International College Pty Ltd (EIC) will provide access to computers with required resources, including access to the internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS Office applications such as Microsoft Word, an email platform.

***Material Fee:**
The material fee will cover printed reading materials, handouts and books for courses involving theory-only classes. For courses involving both theory and workshop-based practical training, the material fee will include reading materials, digital books, masks, a high-visibility vest or T-shirt, and required workshop materials (excluding steel-toe safety shoes and overalls).

For CPC30620 - Certificate III in Painting and Decorating, CPC30220 Certificate III in Carpentry, CPC33020 Certificate III in Bricklaying and Blocklaying, CPC50220 Diploma of Building and Construction (Building) and CPC40120 Certificate IV in Building and Construction qualifications: Institute will provide workshop materials as specified in the material fee. However, learners must bring their own steel-toe shoes and overalls.

If you need supplier recommendations, EIC can assist. For any further inquiries, please contact the Institute at 03 9088 6578 or you can send us an email at info@eic.edu.au.

Bring Your own device:

EIC will provide access to computers/laptops with required resources during classroom hours. However, for assignments and self-study tasks, all learners are expected to have their own laptop or computer with Windows 7 operating system or higher. Students must also have an active email address for communication and be reachable by phone (mobile or landline) and postal mail.

All learners are expected to have access to MS Office applications such as Microsoft Word, and an email platform.

Physical Abilities

As a part of CPC30620 - Certificate III in Painting and Decorating, CPC30220 - Certificate III in Carpentry, CPC33020 - Certificate III in Bricklaying and Blocklaying, CPC50220 - Diploma of Building and Construction (Building) and CPC40120 - Certificate IV in Building and Construction, students are expected to have physical and manual handling abilities as it is a physically demanding occupation.
Students are expected to have:

- Ability to be on their feet for extended periods, both walking and standing, bending and maintaining consistent physical performance throughout the day
- Ability to work in various environments (e.g., changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Ability to work at heights (e.g., on ladders, elevated work platforms and scaffolding)
- Capacity to wear Personal Protective Equipment (PPE) (e.g., masks when painting, sanding, etc.)
- Tolerance to dust, sand, solvents, paints, chemicals and other environmental factors
- Fine motor skills, including the ability to undertake precisely coordinated movements of the hands (e.g., pushing, pressing, turning, pinching, squeezing, tensioning).
- Manual handling techniques (e.g., lifting, carrying, pulling, pushing etc.)
- Manually operate machinery and equipment (e.g., hand tools, portable electric tools)
- Good hand-eye coordination and manual dexterity to handle tools and materials accurately
- Good spatial awareness and understanding of measurements, angles, and dimensions

For CPC50220 – Diploma of Building and Construction (Building): focuses on both the theoretical and practical aspects of managing and participating in building and construction activities. This includes planning, coordination, supervision, and onsite problem-solving related to low-rise and medium-rise residential and commercial construction projects.

While this qualification incorporates substantial technical and managerial content, students are also expected to engage with construction worksites. As such, certain physical abilities are necessary to ensure students can safely and effectively perform required tasks in a construction context.
The following physical capabilities are considered:

- Site-based learning and assessments may involve extended periods of standing, walking, or working outdoors. Students should have the stamina to operate effectively in dynamic and physically active environments.
- Construction sites often involve uneven ground, obstacles, and elevation changes. Students must possess sufficient mobility to safely navigate these conditions, including climbing ladders or scaffolding where necessary.
- Understanding and interpreting construction drawings, spatial layouts, and site logistics demands spatial awareness. This includes recognising safe work zones, identifying potential hazards, and visualising structural relationships.
- Activities such as climbing scaffolds or using temporary work platforms may be required during site visits or practical assessments. A reasonable level of balance and comfort working at heights is recommended.
- Strict compliance with health and safety protocols is essential in all learning and site-based environments. Students must consistently demonstrate awareness of personal and team safety.
- Though not a labour-intensive course, students may occasionally be expected to assist with tasks involving lifting, carrying, or moving building materials and equipment. The ability to safely manage moderate physical loads is important.

In line with its access and equity policy, the institute will identify any such barriers presented by students during pre-training review before enrolment and will provide required support and reasonable adjustments where possible.

Administrative Process and Site Visit Arrangements for CPC50220 Diploma of Building and Construction (Building) and CPC40120 Certificate IV in Building and Construction for units requiring training at a worksite:

As part of the workplace training component for CPC50220 Diploma of Building and Construction (Building) and CPC40120 Certificate IV in Building and Construction, EIC will implement, document, and maintain clear administrative processes to support student participation in construction site visits and worksite-based training. The following processes will apply:

- Students will be informed in advance of the specific days and weeks they are required to attend industry site visits and worksite-based training in accordance with the unit delivery schedule. A detailed timetable will be issued prior to commencement, clearly outlining attendance dates, times, and locations to ensure transparency, consistency, and audit compliance.
- Students will be advised of approved travel arrangements and the designated gathering point prior to commencement of activities. EIC will organise all site visits, and students will be required to report to the campus first before proceeding to the worksite as a supervised group.
- Students must carry a valid White Card at all times when attending the site. No site-based tasks will be undertaken without the presence of the designated worksite supervisor and the institute's trainer, ensuring appropriate supervision, safety, and compliance at all times.
- A designated worksite supervisor will be present on site at all times, including weekends where applicable. The institute's trainer will also monitor student attendance, participation, safety, and learning outcomes during site visits and workplace training activities.
- Students will be provided with a minimum of six (6) weeks' notice once the industry venue or worksite has been finalised, allowing sufficient time for preparation and planning. Weekly reminders will be issued through EIC's communication channels, and additional reminders will be provided during on-campus classes to ensure students remain informed and prepared.
- Maps of the worksite and a detailed schedule for workplace training or site visits will be provided to students at least three (3) weeks prior to commencement of the activity.
- The institute's trainer will be identified as the first point of contact for students requiring assistance, clarification, or support while attending the site.

The worksite supervisor will be identified and available on site at all times to ensure ongoing supervision, OH&S compliance, and operational guidance.

Pre-training Review

Before enrolment, all students will complete a Pre-Training Review (PTR). The PTR checks your previous education, English, digital, and learning skills to make sure you can join the right course. The PTR also identifies if you need extra support. Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be determined, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

The pre-training review ensures that Edinburgh International College Pty Ltd:

- Understands the student's reasons for undertaking the course
- Ensures the suitability of the training to the students
- Understands the student's current competencies and therefore provides opportunities for these to be assessed
- Confirms if students had access to necessary pre-enrolment information for them to make informed decision and to ensure that students reasons for undertaking qualification with Edinburgh International College Pty Ltd align with their previous experience in a particular sector (if any), educational and career goal.
- Identifies possible recognition of prior learning (RPL) and/or credit transfer (CT), student's English level, oral communication skills, knowledge on language literacy numeracy and digital literacy skills.
- Check if the training and assessment strategies employed to deliver the course suit the student's needs, and
- Provides relevant support required for the student to succeed in the course.
- Identify and arrange any necessary academic, digital, language, or wellbeing support for student to succeed.

Edinburgh International College Pty Ltd must:

- clearly communicate the course structure, schedule, and assessment requirements to students. Assessments may include written assignments, projects, practical demonstrations, and workplace assessments, as applicable. Students will receive detailed assessment requirements at orientation and in their unit outlines.
- inform students of any licensing or occupational prerequisites relevant to their chosen course, as applicable.
- provide details about required materials, equipment, and IT resources.
- explain important administrative information, including withdrawal processes, refund policies, and USI (Unique Student Identifier) requirements.
- conduct a comprehensive Pre-Training Review (PTR) for all students, including assessments of Language, Literacy, Numeracy (LLND), and Digital Literacy skills, with appropriate support offered where needed.

Guidelines for PTR

1. Students are required to fill up the PTR form (included in the Application form as Appendix 1) and submit it with the application form.
2. Students are required to read all the details of their course, policies and procedures of the Institute before filling up the answers and complete all the answers of the PTR form in a true and correct manner. Information can be made available from the Student Handbook as well as information available on EIC's website www.eic.edu.au.
3. Enrolment officer will conduct PTR Interview via Telephonic Conversation or face-to-face.
   - PTR Interview conducted via Telephone-If PTR Interview is conducted via telephone, Enrolment officer or a representative will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained as evidence of student declaration in lieu of the student's physical signature, e.g., through E-mail, call notes, etc. Response of the discussion will be recorded by the Enrolment Officer or representative.
   - PTR Interview conducted Face to Face - During face-to-face PTR interview, Enrolment officer or a representative will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer or the representative.

4. During both Telephonic and/or Face-to-face PTR Interview, Enrolment officer or Representative will verify the answers provided by the student and check:
   - if the student is aware of the policies, procedures and other information necessary for the students.
   - if the student has received true and accurate information and if they are suitable to undertake the course/s.
5. Enrolment officer or Representative will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
6. If students have not received sufficient information, i.e., are not aware of the policies, procedures and other information necessary for students to make an enrolment decision to study at Edinburgh International College Pty Ltd, Enrolment officer or Representative will provide necessary information to the student required to make enrolment decision.
7. *For example: If students have answered "No" or have not answered the questions in the PTR form,* Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at Edinburgh International College Pty Ltd.
8. While conducting PTR, Enrolment officer or Representative will take information from the Application form and Pre training review form to identify any support and needs required by the student, which includes (but is not limited to) disability support, RPL/CT, English language support, Digital literacy support, Wellbeing Support, etc.
9. At the final stage of the PTR, the Enrolment officer or Representative will fill up the pre-training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

During the Pre-Training Review (PTR) interview, the Enrolment Officer assesses each prospective student's understanding of the course details, services offered by EIC, and other essential information needed to make informed enrolment decisions.

The Enrolment officer or representative will take holistic approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals. If a student is found to lack any of this information during the PTR interview, it will be clearly communicated to them prior to enrolment. The purpose is to ensure Enrolment office have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student's Application will be rejected if:

- Student do not have the required skills, work experience (if applicable), or qualifications for the course.
- Course choice does not match students' education or career goals or previous experience in that area (if any).
- Student do not meet the entry requirements, including English, age, or academic requirements.
- If a student fails to demonstrate the required ACSF performance level in more than two core skills during the Language, Literacy, Numeracy, and Digital (LLND) Skills Test or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application.
- Student does not have appropriate listening and oral communication skills as interpreted during the PTR Interview.

Enrolment officer will inform the student before rejecting the application and discuss reasons for rejection.
Students are encouraged to contact Edinburgh International College Pty Ltd administration at +61 03 9088 6578/+61 449 993 550 to ask any doubts they may have.

Note: Edinburgh International College Pty Ltd does not make any verbal or written guarantees that a student:

- will successfully complete a training product;
- guarantee a successful education assessment outcome for the student or intending student;
- can complete a training product in a manner which is inconsistent with any of the requirements set out in an instrument made under section 185 of the act, as in force from time to time; or
- will obtain a particular employment outcome, where obtaining such an employment outcome is not within the

organisation's control;
- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider.

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

EIC offers RPL and credit transfer opportunities to students. If a student is granted RPL or course credit, EIC will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance and payment receipts for two years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course credit which will reduce overseas student's length course,
- Students will be informed of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.
- Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted.
- Students are requested to refer to "Course Credit and RPL policy" for more details available on the website www.eic.edu.au.

Credit Transfer
Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on the identified equivalence in the content and learning outcomes between the matched qualifications.

According to Standard 1.7 on the Standards for RTOs 2025, EIC demonstrates:
a. VET students are offered opportunities to seek credit transfer and are made aware of the organisation's policies for seeking credit transfer.
b. Decisions relating to credit transfer are based on evidence of prior completion of an equivalent training product demonstrated by AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements of the training product); and
c. Decisions relating to credit transfer are documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

EIC ensures compliance with Standard 1.7 through the following procedures:
- All prospective and enrolled students are informed of the opportunity to apply for credit transfer (CT) at multiple stages, during course inquiries, enrolment, orientation, and via the Student Handbook and website.
- Students wishing to apply for CT must complete a Credit Transfer Application Form, listing previously completed units, date of completion, and issuing RTO.
- Students are required to provide AQF certification documentation (testamur and transcript), or an authenticated VET transcript from the USI portal. All documents will be verified with the issuing RTO or through the USI Registry system as applicable.
- Credit will only be granted where equivalence is confirmed through mapping of unit codes, titles, and content in line with the relevant training package. If equivalence is not established, students are informed of the outcome and offered alternative options such as Recognition of Prior Learning (RPL) to demonstrate competency.
- CT decisions are made by qualified staff, documented in the student management system, and recorded in the student's file.
- EIC ensures CT decisions are made in a manner that is fair, transparent, consistent, and do not compromise the integrity of the qualification or training product.
- If CT is granted:
    - Course duration is adjusted, and the student is issued a revised study plan and timetable
    - The Confirmation of Enrolment (CoE) is updated accordingly. Students are advised to contact the Department of Home Affairs for guidance on any potential impact to their visa, as EIC staff are not authorised to provide

immigration advice.
    - Students are also advised to contact the Department of Home Affairs if their visa status may be affected, as EIC staff are not authorised to provide immigration advice.
    - Students must continue to meet full-time study requirements (20 hours per week), including participation in other scheduled activities such as practical sessions, independent learning, or industry placement
    - All decisions and communications regarding CT are retained in the student's file in accordance with regulatory and audit requirements.
- Where licensing or regulatory conditions apply to the training product, these requirements are carefully considered before granting any credit transfer. **Note**- While these conditions do not currently apply to EIC's existing scope of qualifications, this policy remains in place should such conditions become relevant in the future.
    - All Credit Transfer (CT) decisions are made in a transparent and consistent manner.
    - Decisions are based on verified equivalency of training products, documented and recorded within the Student Management System (SMS), and applied consistently across all applicants.
    - The process is conducted fairly and in a timely manner, ensuring the integrity of the training product is maintained at all times.

An application for credit transfer must be submitted in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) is available on our website or can be obtained from Edinburgh International College Pty Ltd reception.

Please Note: According to the Standards for RTOs 2025, when a student presents a superseded unit of competency for credit transfer, which is recognised as equivalent under the relevant training package, EIC may grant credit transfer without the need of mapping. However, as a best practice, especially where a unit has been superseded two or more times, EIC will conduct a mapping analysis to ensure the assessment and existing competencies remain current and valid.

Recognition of Prior Learning (RPL)

In accordance with Standard 1.6 of the Standards for RTOs 2025, EIC offer all vocational education and training (VET) students the opportunity to apply for Recognition of Prior Learning (RPL). This process ensures that students are not required to repeat learning they have already achieved and allows for flexibility in acknowledging diverse educational and professional pathways.

According to Standard 1.6 on the Standards for RTOs 2025, EIC demonstrates:

a. VET students are offered opportunities to seek recognition of prior learning and are made aware of the organisation's policies for seeking recognition of prior learning.
b. Decisions relating to recognition of prior learning are based on evidence of prior skills, learning and experience, and are undertaken in accordance with the organisation's assessment system; and
c. Decisions relating to recognition of prior learning are documented and decided in a way that is fair, transparent, consistent amongst vet students, and maintains the integrity of the training product

EIC's RPL processes are designed and implemented with the same rigour as all formal assessments. This includes ensuring:

- All evidence is mapped against current unit of competency criteria from the relevant training package.
- RPL outcomes maintain the quality and standards of nationally recognised training.
- Adherence to the Principles of Assessment and Rules of Evidence (as outlined in Standard 1.4) Fairness, Flexibility, Validity, Reliability, Authenticity, Currency and Sufficiency.

Students at Edinburgh International College Pty Ltd are informed of their right to apply for Recognition of Prior Learning (RPL) during the Pre-Training Review (PTR), through marketing materials such as the Student Handbook and Edinburgh International College Pty Ltd website. Additionally, the option for RPL is also discussed at the time of initial inquiry.

To support students in understanding and navigating the RPL process, the Institute provides a clear explanation of how RPL

works, along with access to the RPL Application Form and the RPL Kit. The RPL Kit outlines the required evidence, assessment steps, and expectations.

When a student indicates prior learning or work experience (if applicable) relevant to their course, the following steps are taken:

- Students with potential for RPL completes an RPL Application Form (available on Edinburgh International College Pty Ltd website www.eic.edu.au), detailing previous relevant experience, informal and formal learning, dates, and employers or institutions. Students are required to submit evidence such as employment records, formal qualifications, supervisor references, work samples, or testimonials. All submitted evidence must be current, authentic, valid, and sufficient to meet the requirements of the unit of competency.
- A qualified RPL assessor (meeting the requirements of **Standards 3.2 and 3.3**) conducts an RPL information session and initial interview to guide the student through the process.
- The assigned assessor reviews the submitted evidence against the relevant unit(s) of competency. If any gaps are identified, the student is informed and provided with a clear explanation of the gap, recommendations for gap training, details on how the training will be delivered, and information about any associated costs.
- RPL decisions are made in accordance with EIC's Assessment Policy and Procedures, ensuring that the integrity of the training product is maintained.
- All RPL outcomes (approved or declined) are clearly documented, with supporting evidence and assessor rationale, and stored in the student management system (SMS) and/or the student's file.
- Students are issued a revised study plan and timetable, ensuring pre-requisites are respected and a continuous learning pathway is maintained.
- Students are advised that RPL may reduce the overall course duration and that their Confirmation of Enrolment (CoE) will be adjusted accordingly, while ensuring full compliance with visa and course delivery requirements.
- Students are also advised to contact the Department of Home Affairs if their visa status may be affected, as EIC staff are not authorised to provide immigration advice.

Edinburgh International College Pty Ltd ensures that all staff involved in RPL processes understand that granting inappropriate or unsupported Recognition of Prior Learning (RPL) can compromise public safety, diminish industry confidence, and negatively impact the reputation of the VET sector.

Application form for RPL can be obtained from the website or from Edinburgh International College Pty Ltd reception. More information on RPL is available on Edinburgh International College Pty Ltd website www.eic.edu.au. Students can also speak to Edinburgh International College Pty Ltd Staff for enquiries.

Training and Assessment

Edinburgh International College Pty Ltd has training and assessment strategies and practices that align with Standards 1.1 to 1.4 of the Standards for RTOs 2025, ensuring that all current and prospective learners are trained and assessed in a manner that meets the requirements of the nationally endorsed training packages or accredited courses, and supports quality learning outcomes.

Competency-Based Training and Assessment

EIC operates within a competency-based training framework. A student is considered competent when they can apply the required knowledge and skills to perform workplace tasks to the standard expected in a range of situations and environments.

Assessment methods may include:

- Knowledge tests
- Case studies, scenarios, and role plays

- Projects and written tasks
- Presentations
- Practical demonstrations

Assessment practices are designed to ensure that students can demonstrate the performance and knowledge evidence required under the relevant training package or accredited course.

Where support needs or special circumstances are identified (such as language, literacy, numeracy, disability, or other barriers), reasonable adjustments may be applied to the assessment process. Adjustments may include changes to assessment timing, format, or method of evidence collection.

However, adjustments will not alter the competency standards, performance criteria, or knowledge evidence requirements of the training package. Adjustments apply only to how evidence is gathered, not to the required outcomes.

EIC's trainers and assessors hold the required qualifications, maintain current industry skills, and participate in ongoing professional development to ensure training and assessment remain current and relevant.

For further information, students may refer to the Assessment Policy available on the EIC website or request a copy from reception.

Currency of Training and Transition Arrangements

EIC maintains effective course validation and review procedures to ensure that all training products delivered are current and meet AQF and training package requirements.

Where a qualification or accredited course is superseded, EIC implements appropriate transition arrangements in accordance with regulatory requirements to ensure students are supported to complete their studies within required timeframes.

Pathways to Higher Education

Graduates of EIC may seek credits to the relevant degree programs in Australian universities. The institute has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Teacher-to-student ratio

EIC ensures the quality delivery of training and assessment by maintaining appropriate trainer-to-student ratios and providing adequate learning resources.

To ensure quality delivery of training and assessment, and amount of adequate support, the EIC trainers-to-student ratio will not exceed **1:20** for theory classes and practical classes.

Each session will be delivered through active participation between both the trainer and the students. Each session will allow enough time for the students to learn the topic, undertake practice opportunities for reinforcement, and complete/submit set tasks required for assessment purposes.

Industry consultations involving industry representatives have also been conducted to ensure students and teachers have access to well-researched and relevant information. Edinburgh International College Pty Ltd will continue to source and generate the highest quality of teaching resources and contextualise the resources to enable the best learning outcomes for students.

The instructional guides and assessment tools have been reviewed and contextualised to address all elements, performance

criteria, skill and knowledge, critical aspects of evidence, dimensions of competency and employability skills for each unit of competency wherever applicable.

Course Assessment and Methods

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All the trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment mean the students are well equipped for the employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.
Note: Edinburgh International College Pty Ltd doesn't claim any job guarantees or employment with its programs/courses.

All of our assessments will lead to the issuing of either a Statement of Attainment or a qualification under the Australian Qualifications Framework (AQF), where a student is assessed as competent against nationally endorsed units of competency. In accordance with Standard 1.4 of the Standards for RTOs 2025, all assessments at EIC are designed and conducted in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency). For more information, refer to www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/integrity-nationally-recognised-training-products.

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, case studies, projects, assignments, presentations, simulations, role plays, written tests, and exams.

All assessment tools are reviewed prior to use to ensure they are consistent with the Principles of Assessment and Rules of Evidence, as required under Standard 1.4 of the Standards for RTOs 2025. These reviews ensure assessments are fair, valid, reliable, and flexible, and that they accurately measure the required competencies.

The outcomes of these reviews are used to inform improvements or updates to assessment tools. This helps maintain assessment integrity, relevance, and alignment with current industry expectations and training package requirements.

People

Assessment includes case studies, practical demonstration where the assessor and college students will play role of customer and stakeholders. Students will be notified in advance of the time and form of assessment.

Assessment Evidence

All assessment evidence submitted by students for each unit of competency will be evaluated in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency). All assessment tasks will be marked and administered under Standard 1.4 of the 2025 Standards for RTOs, ensuring fair, appropriate, and accurate judgements of student competency. For more information, refer to the ASQA guidance at: www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-assessment#std1.4.

Principles of Assessment

Fairness:
The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by EIC to consider the individual learner's needs.
Edinburgh International College Pty Ltd (EIC) will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

ii. Flexibility:
Assessment is flexible to the individual learner by: reflecting the learner's needs, assessing competencies held by the learner, no matter how and where they have been acquired, and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

iii. Validity:
Any assessment decision of EIC is justified, based on the evidence of performance of the individual learner. Validity requires:
Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
Assessment of knowledge and skills is integrated with their practical application.

Assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.
Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

iv. Reliability:
Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

a) Validity
Evidence, e.g., reports, answers, and assignments, are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.
b) Sufficiency
The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a learner's competence which means answers to assignments, questions, and reports should be elaborate and student should complete all tasks required by unit and assessment.
c) Authenticity
The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.
d) Currency
The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. This means student must provide answers, report and assignments which reflect latest information, e.g., latest legislation, work processes, or software, etc.
To view the Assessment Policy and Procedure, please visit www.eic.edu.au.

Re-assessment

Learners unsuccessful at achieving competency in the first attempt will be given two further opportunities for re-assessment at a mutually agreed time and date (total 3 attempts, including original). If a learner fails the reassessment after three attempts, they will be advised to re-enrol in the unit.

Students will be given total 3 attempts, including 1 original plus 2 reassessments.
Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: $300

If a student fails in the 3rd reassessment, then students will have to repeat the unit. Repeat unit fee- $300.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

To view the Assessment Policy and Procedure, please visit www.eic.edu.au.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or Not Satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment appeals

Students who are not satisfied with an assessment outcome have the right to appeal the decision. Initially, students are encouraged to resolve the matter informally by discussing their concerns with their Trainer or Student Support Officer/Administration Manager.

If the issue remains unresolved, students may escalate the appeal to the Administration Manager or CEO for further review. Should the student still be dissatisfied with the outcome, they may lodge a formal, written appeal requesting a review of the assessment decision. All appeals will be handled in a fair, objective, and timely manner. For full details on the process and timelines, please refer to the Assessment Policy and Complaints and Appeals Policy and Procedures.

Qualifications to be issued.

Qualifications gained at Edinburgh International College Pty Ltd are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results, or transcript of results will only be issued once all outstanding fees have been paid in full. Edinburgh International College Pty Ltd will issue certification in a timely manner. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

For further information, please contact the Administration Department at Edinburgh International College Pty Ltd. You may also visit the Australian Skills Quality Authority (ASQA) website for detailed guidance on the issuance of vocational education and training (VET) qualifications: www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/integrity-nationally-recognised-training-products#issue-vet-qual.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the student's level of competence. Plagiarism is unacceptable and each case of plagiarism shall be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). Student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- All work submitted must be an accurate reflection of the student's level of competence. The evidence used to decide at Edinburgh International College Pty Ltd about competence will be valid, sufficient, authentic, and current.

More detailed information can be found on the Plagiarism and Cheating Policy available on Edinburgh International College Pty Ltd.'s website and/or at the reception.

Plagiarism and Cheating

Edinburgh International College Pty Ltd is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form are unacceptable and will be treated seriously by Edinburgh International College Pty Ltd. Students will be advised at the beginning of their course about the plagiarism policy and procedures, and the provisions in the Institute about cheating.

Plagiarism

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference.
- other students' work is copied or partly copied.
- other people's designs, codes or images are presented as the student's own work.
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a
- web page.
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together.

Collusion

Collusion means unauthorised collaboration on assessable written, oral, or practical work with another person.

Cheating

Cheating includes:

- Someone copying from others work.
- Someone pretending that it is their own work.

Consequences-Plagiarism and Cheating

Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references, it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the institute's commitment to academic integrity. Penalties may include resubmitting assessment work, i.e., further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re-enrolled in the unit which will incur payment of $300.
- Student's assessment will be deemed Not Yet Competent (NYC), and warning will be given. Student will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Administration Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Administration Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at Edinburgh International College Pty Ltd, and a further penalty may be imposed.
- If trainer and/or Administration Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at Edinburgh International College Pty Ltd, and a further penalty may be imposed. Kindly refer to the Plagiarism and Cheating policy available on Edinburgh International College Pty Ltd.'s website and/or at the reception for more details.

Code of Conduct

Edinburgh International College Pty Ltd shall at all times act with integrity in dealings with all students, staff, and members of the community.
Edinburgh International College Pty Ltd shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and the Standards for Registered Training

Organisations 2025, the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Commonwealth/State Legislation, and regulatory requirements.

Edinburgh International College Pty Ltd.'s obligations to the student, including that Edinburgh International College Pty Ltd is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

Edinburgh International College Pty Ltd will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs.
- Accuracy in representing the services provided and training product on scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records. Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System.
- All employees, agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.

Edinburgh International College Pty Ltd shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct. All people involved at Edinburgh International College Pty Ltd must always show respect and courtesy to others. Every person at Edinburgh International College Pty Ltd has the same right to deliver or receive education in a safe, supportive environment.

Student Code of Conduct

Each student of Edinburgh International College Pty Ltd must abide by the following:

- Students must wear clothes appropriate to the workshop, including PPE.
- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Always use English to improve your language skills.
- Do not smoke or carry/consume alcohol on Edinburgh International College Pty Ltd property.
- Do not cheat on assessments, tests, and exams.
- Drugs are expressly forbidden from being brought into any of the EIC premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Do not discriminate against any person associated with Edinburgh International College Pty Ltd because of race, religion, creed, nationality, sex, or any other individual difference. Every person at Edinburgh International College Pty Ltd has the same rights as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit them.

General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony, or other activity.
- Refuses to leave a property after being reasonably requested to do so.
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of Edinburgh International College Pty Ltd or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the EIC.
- Contravenes any rules or acts.
- Wilfully disobeys or disregards any lawful order or direction from EIC personnel.
- Refuses to identify him or herself when lawfully asked to do so by Edinburgh International College Pty Ltd staff
- Fails to comply with any penalty imposed for breach of discipline.
- Misbehaves in a class, meeting or other activity under the control or supervision of the EIC, or on Edinburgh International College Pty Ltd premises or other premises to which the student has access as a student of EIC.
- Fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of Edinburgh International College Pty Ltd or breaches any of EIC rules.
- Harasses or intimidates another student, a member of staff, a visitor to the EIC or any other person while the student is engaged in study or other activity as an Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the EIC premises while acting as Edinburgh International College Pty Ltd student, in a manner which is illegal or will be detrimental to the rights or property of others.
- A formal discipline / warning system exists, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- Edinburgh International College Pty Ltd will issue the student with a written warning before taking any actions.
- Edinburgh International College Pty Ltd will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending, or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend, or cancel their studies and have 20 working days to access Edinburgh International College Pty Ltd.'s complaints and appeals process prior to Edinburgh International College Pty Ltd taking action to suspend or cancel the student's enrolment.

Training Facilities & Resources

Training Location



Edinburgh International College Pty Ltd (EIC)
Campus Address: Suite 2/61, Riggal Street, Broadmeadows, VIC 3047, Australia.
EIC's Workshop: Warehouse A, 61 Riggal Street, Broadmeadows. VIC 3047. Australia.

Tel: +61 03 9088 6578/+61 449 993 550
E-mail: info@eic.edu.au
Web: www.eic.edu.au

How to reach Edinburgh International College Pty Ltd Campus/ Training Facility:
By Public Transport

Nearest Train Stations:

Broadmeadows Railway Station

By Bus:

College is well connected by public bus services, providing students with convenient access to the campus.

Bus Route Number 540 from Broadmeadows Station to Hume Central Secondary College stop.

By Uber:

Uber services are available round the clock.

By Taxi:

TAXI services are available round the clock.

By Car:

If you are driving, you can use on-site parking at the EIC campus for free of cost.

Services provided by Edinburgh International College Pty Ltd

Modern Campus and Classroom Facility

- Fully equipped classrooms with table, chairs, Data projectors connected with trainer's computers, Power points for laptop and computers
- Computer with Internet connection to enable research
- Quiet Study area with computers for students to work on assignments and/or study
- Climate control Air Conditioning
- High speed internet
- Access to cafés and restaurants near the campus
- Photocopy and printer facilities for students
- Fully equipped workshop
- Whiteboard
- Counselling Room
- Kitchenette/Breakout Area with tea and Coffee and microwaves
- Library

Class times and reception hours

- Classes at Edinburgh International College will be scheduled between 8:00 a.m. – 8:30 p.m. all seven (7) days i.e., Monday to Sunday.
- Reception will be open from Mon – Fri, 10:00AM - 5:30PM.

Student support officer will be available at the institute during scheduled classes to provide support to students.

Students will not be scheduled for more than 8 hours of class in a day. Classes will run in 4 hours sessions. Students are requested to call Edinburgh International College to receive information on the class timetable and/or for any latest updates.

Note: Delivery schedule will change according to class availability and shifts

Students who require assistance can contact or make an appointment with the Student Support Officer at EIC via email, phone, or in person on campus. Student support services are always available to assist and guide students as needed.

Student Support Services

EIC is committed to providing a safe, welcoming, and supportive environment for all students. EIC offers comprehensive support services to help students manage academic, personal, cultural, and wellbeing challenges throughout their studies. These services align with Standards 2.4 and 2.6 of the Standards for RTOs 2025.

All staff are available to provide general advice and support on matters including studying, assessment, accommodation, English language difficulties, and counselling. Students requiring special or intensive support may contact the Student Services Coordinator, who can refer them to external support services where required. EIC provides these services at no additional cost; however, students are responsible for any fees charged by external service providers.

1. Student Support Officer has been appointed to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the EIC support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer
Email: info@eic.edu.au
Contact: +61 03 9088 6578/+61 449 993 550

All students who require support can contact Edinburgh International College Pty Ltd student support officer through email, phone or on campus. Student support services will be always available for students.

Edinburgh International College Pty Ltd has sufficient student support personnel to meet the needs of the overseas students enrolled with Edinburgh International College Pty Ltd. EIC will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of Edinburgh International College Pty Ltd Staff will execute the procedural aspects of the Support policy with specific matters dealt by specialised personnel.
Students can fill up a "Student Support Request Form" to mention the support they require in detail. This form is available on website www.eic.edu.au and is also available on campus. Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

Edinburgh International College Pty Ltd will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. **Student Support Request form**: Edinburgh International College Pty Ltd offers face-to-face and/or telephonic support to identify and address a range of needs a student might have, including counselling, LLND support, relationship issues, stress management, and coping strategies. The student support request form is available from Edinburgh International College Pty Ltd reception or website www.eic.edu.au. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. Edinburgh International College Pty Ltd understands the difficulty that students may have to face when they are away from their home. Therefore, Edinburgh International College Pty Ltd ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. **Academic Support-Intervention Strategy Form:** Students whose attendance is unsatisfactory (i.e., below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the given study period) will be called for Intervention meeting. During this meeting, tailored support and intervention strategies will be discussed and implemented to assist the student in meeting learning outcomes. For more details, refer to the Attendance and Course Progress Policy available at www.eic.edu.au or at the reception.

The support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident, counselling support, First Aid	CEO	+61 03 9088 6578 / +61 449 993 550 (Office hours) (In case of life-threatening emergency, CALL **000**)	info@eic.edu.au
Enrolment, IT Support (including enrolment, orientation, deferments, academic progress, attendance, LLN Support.	Enrolment officer	+61 03 9088 6578 / +61 449 993 550	info@eic.edu.au
Academic support matters including results, interventions, course progress, attendance, catch up classes and academic related queries	Academic Support Officer	+61 03 9088 6578 / +61 449 993 550	info@eic.edu.au
Student support matters including results, IT Support, Complaints, and appeals, attendance. First Aid	Student Support Officer	+61 03 9088 6578 / +61 449 993 550	info@eic.edu.au
Complaints, Administration Matters Safety and Security, first aid, conflict management, and complaints and appeals.	Administration Manager	+61 03 9088 6578 / +61 449 993 550	operations@eic.edu.au
Marketing, Airport pick up, accommodation Support, Orientation	Marketing Officer	+61 03 9088 6578 / +61 449 993 550	marketing@eic.edu.au
Accounting and Fees/Refunds Related queries	Accounts Officer	+61 03 9088 6578 / +61 449 993 550	accounts@eic.edu.au

2. Orientation Sessions

Many students find life in Australia quite different from life in their home country, so Edinburgh International College Pty Ltd organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services. All students will go through an orientation program on the day of enrolment at Edinburgh International College Pty Ltd.

Edinburgh International College Pty Ltd conducts an age and culturally sensitive orientation programme delivered by an official point of contact personal i.e., Student Support Officer or representative. This orientation program provides information on being safe on campus and around campus.

This orientation program will include information regarding:
Support services are available to assist overseas students to adjust to study and life in Australia.

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy, Numeracy and Digital Literacy (LLND) support
- Any relevant legal services
- Emergency and health services
- Edinburgh International College Pty Ltd facilities and resources
- Complaints and appeals processes.
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.

Please refer to Edinburgh International College Pty Ltd Support and Welfare Policy for more details available on Edinburgh International College Pty Ltd website www.eic.edu.au.

3. Arrival Assistance
Edinburgh International College Pty Ltd can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. Visit https://www.studymelbourne.vic.gov.au/for more information.

Edinburgh International College Pty Ltd provides airport pick up on pre-arranged basis. Students are required to fill the Airport Pick up form available on Edinburgh International College Pty Ltd website or students can email their request for Airport pick up at info@eic.edu.au. Students are requested to contact Edinburgh International College Pty Ltd at +61 03 9088 6578/+61 449 993 550 in advance, preferably, within 5 working days to avoid any inconvenience.

Airport pick up fees: AUD $100
There is also a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g., UBER, Sky Bus, and taxi services.

Melbourne International Airport

Tullamarine Airport, is the primary airport serving the city of Melbourne.

Address: Departure Drive, Melbourne Airport, VIC 3045

Phone: (03) 9297 1600

Web: http://melbourneairport.com.au/

4. Accommodation Assistance

Edinburgh International College Pty Ltd does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

5. Academic Support

EIC monitors student course progress and attendance to ensure compliance with training and visa requirements. Students experiencing academic difficulties, assessment-related stress, or attendance concerns are encouraged to seek assistance from the Student Services Coordinator.

- Academic support services include:
- One-on-one academic assistance and mentoring
- Supplementary tutorials and learning support
- Study skills and time management support
- Assistance with assessment preparation
- Support for Language, Literacy, Numeracy and Digital (LLND) needs
- Intervention strategies for students at risk of unsatisfactory progress.

Students are advised during orientation of their visa conditions relating to course progress and attendance.

For more details, see the Language, Literacy, Numeracy and Digital (LLND) Assessment and Academic Course Progress section of this Handbook.

6. Disability Support and Reasonable Adjustments

EIC is committed to providing an inclusive, equitable, and supportive learning environment that ensures equal access for all students, including those with disability, medical conditions, learning difficulties, or other identified support needs.

In accordance with the **Standards for RTOs 2025**, the **Disability Discrimination Act 1992**, the **Disability Standards for Education 2005**, and relevant anti-discrimination legislation, EIC ensures that all learners are given the same opportunities to participate, learn, and succeed without compromising the integrity of unit or qualification outcomes.

EIC will not:

- Refuse admission on the basis of disability
- Offer less favourable enrolment conditions
- Restrict participation in training or related activities, including access to facilities, resources, or learning opportunities

Definition of Reasonable Adjustment

Reasonable adjustment refers to measures taken to enable students with disability or additional support needs to participate in education and training on the same basis as other students.

To be considered reasonable, adjustments must:

- Be appropriate to the individual student's needs
- Not impose unjustifiable hardship on the organisation
- Comply with training package requirements and regulatory standards

Adjustments will not:

- Provide an unfair advantage
- Reduce or alter competency standards
- Compromise licensing, regulatory, safety, or qualification requirements

Where a requested adjustment would compromise the integrity of a unit or qualification, EIC will explain the reasons clearly, document the decision, and explore alternative support options with the student.

Identification of Support Needs

Support needs may be identified through:

- Student disclosure at enrolment, orientation, or during the course
- Language, Literacy, Numeracy and Digital Literacy (LLND) assessment
- Trainer or assessor observations

Students are encouraged to disclose any disability, health condition, or learning need as early as possible to allow timely and appropriate support.

Types of Reasonable Adjustments

Reasonable adjustments may include, but are not limited to:

- Modified learning materials (e.g., large print, audio, easy-read, visual formats)
- Assistive and adaptive technologies (e.g., screen readers, text-to-speech software, adaptive keyboards)
- Alternative assessment methods (e.g., verbal responses instead of written)
- Extended assessment time, additional breaks, or flexible scheduling
- Adjustments to delivery methods or learning support
- Simplified task instructions or visual work guides
- Physical adjustments to the learning environment (e.g., accessible seating or equipment)

Adjustments are developed in consultation with the student and relevant staff, documented in the student file, and reviewed regularly to ensure effectiveness throughout enrolment.

Confidentiality and Privacy

All information disclosed regarding disability, medical conditions, or support needs is:

- Treated confidentially
- Managed in accordance with EIC's Privacy Policy
- Used solely for the purpose of implementing appropriate support strategies

Students may speak confidentially with the Student Services Coordinator at any time to discuss support needs.

7. Wellbeing Support

EIC promotes student wellbeing and provides support for:

- Mental health and emotional wellbeing
- Stress, anxiety, and personal difficulties
- Work–life–study balance
- Bullying, harassment, or discrimination
- Adjustment to new learning or cultural environments

- Access to in-house wellbeing support
- Referrals to external counselling and community-based support services when required

All personal information shared regarding wellbeing or support needs is treated confidentially.

8. Welfare and Support Services

EIC provides access or referral to the following services:

- **Legal Services** – Referral to Legal Aid Victoria or a legal practitioner (external legal fees are the student's responsibility).
- **Accommodation Advice** – Free advice; external provider fees payable by student.
- **Emergency and Health Services** – Students are informed at orientation about accessing emergency services. In emergencies, students must call **000** and notify EIC as soon as practicable.
- **Facilities and Resources** – Orientation includes a campus tour and explanation of available resources.
- **Complaints and Appeals** – Policies and procedures are available on the EIC website and at reception.

Where necessary, students may be referred to specialist external services on a case-by-case basis.

9. Cultural Safety and Inclusion

EIC is committed to providing a safe, inclusive, and respectful learning environment where every individual feels valued, heard, and supported. Discrimination, bullying, and harassment of any kind are not tolerated.

EIC recognises and respects the unique cultures, histories, and contributions of Aboriginal and Torres Strait Islander peoples and is dedicated to creating a culturally safe and inclusive space for First Nations students by:

- Promoting cultural awareness and respect across the campus
- Ensuring learning and assessment practices are inclusive and culturally sensitive
- Providing tailored support and guidance that meets the needs of Aboriginal and Torres Strait Islander learners

Our trainers and staff receive ongoing training in inclusive practices, unconscious bias, and cultural awareness to better support all learners.
All EIC trainers, assessors, and student support staff are:

- Trained to recognise signs of distress or disengagement
- Equipped to offer initial support and guide students to appropriate services
- Supported through internal protocols to ensure consistent application of EIC's wellbeing strategies

EIC continuously reviews and enhances its wellbeing support strategies by regularly collecting and analysing student feedback on the support services provided.

Additional wellbeing supports include:

- **Financial and Social Wellbeing:** Referral to appropriate financial support services and relevant agencies for students experiencing cost-of-living pressures or personal financial difficulties.
- **Safety and Crisis Support:** Confidential connection to specialist services for students experiencing abuse, harassment, domestic or family violence, with appropriate internal support and referrals.

10. Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our staff members offer a confidential support by listening to the issues faced by the student and provide reference for the counselling to external agencies, as EIC Student Services Coordinators are not qualified counsellors. All students in the need of counselling assistance should contact the Student Services Coordinator so that Student Services Coordinator can

discuss the matter and arrange appropriate counselling service for the student. EIC doesn't charge any fee for referral however counselling agency may charge the fee for the service. Fee and service information can be obtained from the service prior to the booking.

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from Student Services Coordinator.

Medical Centres near the campus:

Broadmeadows Medical Centre
- *Contact no: +61 3 9309 2345*
- *Address: 332 Camp Rd, Broadmeadows VIC 3047, Australia*
- *Website:* www.broadmeadowsmedicalcentre.com.au

M&W Medical Centre
- *Contact no:* +61 3 9309 2088
- *Address: 25 Olsen Pl, Broadmeadows VIC 3047, Australia*

Pascoe Vale Rd Family Clinic
- *Contact:* +61 3 9309 9833
- *Address: 12/1100 Pascoe Vale Rd, Broadmeadows VIC 3047, Australia*

Website: www.pascoevalerdclinic.com.au

Students will be provided with counselling on matters such as:

- academic and future progress advice
- welfare matters

These services will be available and accessible by all students at suitable times.

***Please Note**:* Referral to medical services available or external counsellors will be provided free of cost by the institute. However, fees of medical practitioners and/or counsellor will be borne by the students.

Edinburgh International College Pty Ltd offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Edinburgh International College Pty Ltd will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible.

Free counselling services for international students:
CAREinMIND counselling services are free of cost and provide counselling 24/7. CAREinMIND Wellbeing Support Service is a free, 24/7 counselling resource available to students living, studying, or working in Melbourne. This service provides free online and phone counselling to assist students in coping with the challenges of academic life and daily pressures. No referral is required, making it accessible whenever students need it most. While the counselling service itself is free, local call charges may apply when calling through a telephone. Please check with your phone provider.

BeyondBlue offers free 24/7 online and telephone counselling services, providing mental health support for issues such as anxiety, depression, and stress. These services are especially beneficial for students across Australia, who often face unique challenges related to academic pressures, transitions, and personal concerns. Beyond Blue provides a range of free resources tailored to support students, helping them navigate mental health difficulties and maintain their wellbeing.

Lifeline is a national charity in Australia that provides 24/7 crisis support and suicide prevention services to individuals experiencing emotional distress. Lifeline offers confidential, free support through phone, text, and online chat, aiming to provide immediate help to those in need. Their services are particularly focused on preventing suicide, offering guidance, and providing emotional support to students facing mental health challenges.

Please refer to the Student Support, Welfare and Wellbeing Policy on our website for additional details.

Student Melbourne Study Centre (SMSC)

SMSC offers free support, information, and contacts to help students to enjoy living and studying in Victoria. It provides information, referral, and practical support for all international students in Victoria. For more details, please refer to https://studymelbourne.vic.gov.au/our-study-hubs/study-melbourne-hub-victoria
https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre

Address-17 Hardware Ln, Melbourne VIC 3000, Australia

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:
- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically, and ethically.

For more information, refer to https://www.fairwork.gov.au.

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that must be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Offers and requests to convert from casual to permanent employment.
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement (the FWIS) and Casual Employment Information Statement (the CEIS)

For more information, refer to https://www.fairwork.gov.au/employment-conditions/national-employment-standards#minimum-entitlements

Access and Equity

Edinburgh International College Pty Ltd.'s Code of Practice includes an Access, Equity and Reasonable Adjustment policy. It is the responsibility of all Edinburgh International College Pty Ltd staff to ensure the requirements of the Access, Equity and Reasonable Adjustment policy are always met. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students.

All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities. All students and staff will be treated fairly and equitably, without discrimination, harassment, or vilification based on religion, including antisemitism.

EIC is committed to fostering a learning and working environment that is free from antisemitic behaviour, including offensive comments, stereotyping, or exclusionary practices. Staff and students will have access to education and resources on antisemitism to support awareness, inclusion, and prevention.

- Training services are delivered in a non-discriminatory, open, and respectful manner.
- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of the policy and welcomes feedback as part of its quality improvement system.

Edinburgh International College Pty Ltd recognises that inclusive and equitable training environments support better learner outcomes and is committed to identifying and removing barriers to participation. Students are encouraged to confidentially disclose any access needs or required adjustments to ensure appropriate support is in place, without compromising training

or assessment standards.

Edinburgh International College Pty Ltd upholds the principles of access and equity in line with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

Any issues or questions raised regarding access and equity can be directed to the Administration Manager. Staff and students are required to always comply with the Access and Equity Requirements.

If students have any suggestions as to how Edinburgh International College Pty Ltd can improve performance with respect to access and equity, or if students would like further information on anything included in the policy, please contact the Administration Manager or refer to the policy available at Edinburgh International College Pty Ltd.'s website www.eic.edu.au.

Critical Incidents

As per standard 6.8 of the National Code 2018, Edinburgh International College Pty Ltd has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. Critical incidents that may cause physical or psychological harm could include events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is Edinburgh International College Pty Ltd.'s intention to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

Critical incident officer: Deval Nirmal
Phone no: +61 03 9088 6578/+61 449 993 550
By email: info@eic.edu.au
Please call national emergency number- 000
When you call **Triple Zero (000)**, automated system will ask if you want **Police, Fire or Ambulance**. You need to select according to the emergency situation.

Stay calm, don't shout, speak slowly and clearly, and tell emergency service exactly where to come.

If you are on campus- Give an address or location of Suite 2/61, Riggal Street, Broadmeadows, VIC 3047, Australia. Australia. You can also contact our student support officer for critical incidents on +61 03 9088 6578/+61 449 993 550 or email to info@eic.edu.au.
For detailed information, students can refer to Critical Incident Policy available on the website www.eic.edu.au and can also be made available from EIC's reception.

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132500 (For emergency help in flood, storm, and tsunami), https://www.ses.vic.gov.au
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport & timetables	https://www.ptv.vic.gov.au/journey
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Health Direct Australia	1800 022 222

External Support Services

1	**Consumer Affairs Victoria** provides direct services to the public, including advice, information and referral in consumer and residential tenancy matters. Consumer Affairs Helpline: 1300 55 81 81 https://www.consumer.vic.gov.au Consumer Affairs Victoria GPO Box 123 Melbourne VIC 3001

2	**Alcohol and Drugs** Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Region. https://www.each.com.au/service/drug-and-alcohol-counselling Ph: 1300 00 3224
3	**Legal Aid Victoria** Victoria Legal Aid (VLA) is an organisation that provides information, legal advice and education with a focus on the prevention and early resolution of legal problems. 424 Hargreaves Street, Bendigo Victoria 3550 Call on 1300 792 387, Monday to Friday from 8 am to 6 pm, for free information over the phone about the law and how they can help you.
4	**Work Rights** Fair Work Ombudsman Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand **Website: https://www.fairwork.gov.au**
5	**Reach Out** Website designed for young people. Information and resources to assist with self- help or help for others. http://au.reachout.com

Fire, ambulance, police (life-threatening emergencies): Ring 000

Hospitals and Medical Issues (Victoria):
Royal Children's Hospital: (03) 9345 5522
Royal Women's Hospital: (03) 8345 2000
Royal Melbourne Hospital: (03) 9342 7000



Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Lifeline 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: http://www.islamiccouncilwa.com.au/mosque/

Temples Australia: www.hinducouncil.com.au

Sikh Temple: http://www.sikhyouthaustralia.com/

Other Support Services

The following support services are free. They can provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- Domestic Violence Resource Centre Victoria: 1800 737 732
- Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- The Gambling Help Line: 1800 858 858

Our Obligation to You

Edinburgh International College Pty Ltd is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2025, and for the issuance of the AQF certification documentation. This means that the institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

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Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. Edinburgh International College Pty Ltd will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

Edinburgh International College Pty Ltd will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply at the institute for a release. There is no cost attached to apply for a release; however, students will be required to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed based on Edinburgh International College Pty Ltd Policy, conditions of Enrolment, Fee Payment and Refund Policy, study plan and declaration submitted by the student in their application. Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the EIC transfer between provider's policy for more details on conditions where transfer may or may not be provided.

Deferral, Suspension and Cancellation

Students may request to defer the commencement of their studies or suspend their enrolment during their course on the grounds of compassionate or compelling circumstances. Such requests must be submitted in writing, accompanied by supporting documentary evidence.

Examples of compassionate or compelling circumstances include:

- Serious illness or injury (with medical certificate)
- Bereavement of an immediate family member
- Serious illness or trauma affecting an immediate family member
- Natural disaster or major upheaval in the home country requiring emergency travel

Students are required to contact Edinburgh International College Pty Ltd as soon as possible and arrange an appointment to discuss their situation. Following this, a formal written request must be submitted, along with documented evidence, for review.

Edinburgh International College Pty Ltd may also initiate suspension or cancellation of a student's enrolment due to serious misbehaviour, non-compliance with visa conditions, or breach of policies.

Where the student is an international student, any approved deferral, suspension or cancellation of enrolment will be reported to the Department of Home Affairs via PRISMS, and this may affect the student's visa status. For more information, refer to the Deferral, Suspension and Cancellation Policy available on the EIC website or contact the Student Support Office.

Our expectation from you

Edinburgh International College Pty Ltd expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To comply with the rules and regulations of Edinburgh International College Pty Ltd.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Edinburgh International College Pty Ltd publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Edinburgh International College Pty Ltd staff members and their right to privacy and confidentiality.

Student Obligation
Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date if you hold your visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.
Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to always maintain your cover. If you do fall behind in payments or renewing your cover, you will be able to continue your cover, but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued.

Edinburgh International College Pty Ltd can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at
https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (People Care Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Academic Course Progress

Full-Time Study - Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

Edinburgh International College Pty Ltd supports all learners to achieve positive training outcomes. Course progress is regularly monitored in line with our Training and Assessment Strategy, Standards for RTOs 2025 and the National Code 2018, Standard 8.

All students are expected to engage in scheduled classes, training activities, and assessment tasks as required. Academic progress is assessed at the end of each study period based on the student's achievement of competency across units of competency.

Students must:

- Actively participate in all scheduled training and assessment activities.
- Complete assessments and practical components on time.
- Attend classes and seek help when experiencing difficulty.

Monitoring and Intervention

Progress is monitored throughout the course. A student is considered at risk if they are:

- Not on track to demonstrate competency in at least 50% of the units in a study period.
- Repeatedly absent from required classes (where attendance is a condition of the training and assessment strategy or visa requirements).
- Demonstrating disengagement with course requirements.

Students identified as at risk will be invited to participate in an intervention strategy, which may include:

- Additional academic support or coaching
- Modified learning plans
- Counselling or referral to support services

Unsatisfactory Progress & Reporting

A failure to achieve satisfactory course progress in two consecutive study periods (i.e., less than 50% unit competency) may result in being reported to the Department of Home Affairs (for international students), which could affect visa status.

For full details, students should refer to the Attendance and Course Progress Policy available on the EIC website or request a copy at Reception.

Attendance Requirements

Edinburgh International College Pty Ltd gives strong emphasis on attendance requirements. Edinburgh International College Pty Ltd will record and monitor attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. Edinburgh International College Pty Ltd will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress.

Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. Edinburgh International College Pty Ltd is required to report the students based on unsatisfactory course progress to the department of Home Affairs (DHA).
Note: Students will not be reported based on attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to the Department of Home Affairs (DHA) through PRISMS, as required under the National Code 2018 (Standard 8).

International students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because this implies that they may already have the skills, knowledge, and experience to progress in their course without receiving structured training.

In this case, Edinburgh International College Pty Ltd may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. Please refer to the Attendance and course progress policy available on Edinburgh International College Pty Ltd.'s website and/or student administration for more details.

Intervention Strategy

Edinburgh International College Pty Ltd ensures that it identifies, notifies, and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. Edinburgh International College Pty Ltd will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Academic officer or Student Support Officer, and it may include one or more of the following strategies:

- Attending counselling.
- English language support.
- Reviewing learning materials with the student and providing information to students in a context that they can understand.
- Providing extra time to complete tasks.
- Adjusting timetables
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Attending academic skills programs.
- Attending tutorial or study groups.
- Receiving assistance with personal issues which are influencing progress.
- Receiving mentoring.
- Referral to external organisations where Edinburgh International College Pty Ltd is unable to address the identified learning or academic issues:
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

Student Complaints and Appeals Procedure.

The Institute has a student's Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. EIC ensures that students have access to a fair, transparent, and accessible process to raise complaints or lodge appeals, in line with the Standards for RTOs 2025 (standards 2.7 and 2.8), National Code 2018 and ASQA's guidelines.

➢ Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Administration Manager or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the requirements of SRTOS 2025 and the National code, informal complaints will be documented and recorded in the complaints register by the Administration Manager.

All informal complaints submitted by students will be acknowledged in writing by sending an e-mail to the student. Acknowledgement e-mail must summarise the complaint and any other facts and expectations taken place during informal discussions with the student. It is a requirement of the Standards for RTOs 2025 that the institute maintains written records of informal complaints as well as formal complaints.

Edinburgh International College Pty Ltd staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter efficiently, ensuring outcomes are provided within 30 calendar days. If Edinburgh International College Pty Ltd determines that more than 30 calendar days are needed to process and resolve a complaint or appeal, the complainant or appellant will be notified via email or telephone. This notification will include the reasons for the extended timeframe. EIC will also provide regular updates on the progress of the matter until it is finalised. Students who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- The conduct or decisions of staff, students, or education agents
- The quality or delivery of training and assessment
- Administrative services or enrolment processes
- Breaches of policy or unfair treatment
- Assessment outcomes, Refund decisions, disciplinary actions

➢ Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Administration Manager/Complaints Officer. Students can also send an email alternatively to info@eic.edu.au.
EIC provides multiple accessible channels for submitting complaints and appeals: online forms, email, in-person submissions, or with the assistance of a support person. This includes support for students with language or other accessibility needs. Impartiality is guaranteed by ensuring that staff involved in the investigation or resolution of a complaint or appeal were not involved in the original issue or decision under dispute.

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Administration Manager/Complaints Officer, providing:

- a clear and detailed statement of the complaint, including the parties involved.
- a suggested solution that the student believes would settle the complaint (E.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).
- Complaint will be submitted in a complaint register.

The resolution phase: The Administration Manager/Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within 10 working days of the complaint being submitted in writing, i.e., assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

- **Acknowledging the Lodgement of a complaint**

Each formal complaint submitted by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by admin staff.

The student support/admin staff will forward the complaint for action to the relevant person or department as soon as practicable and should not take more than 10 working days. Parties to complaint will not be part of the investigation team.

- **Recording the Complaint**

Details of the complaints will be recorded in Edinburgh International College Pty Ltd.'s complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to the Administration Manager /Complaints Officer.

Administration Manager/Complaints Officer will be responsible for ensuring that all these actions are completed within five working days of the lodgement of the complaint.

- **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.
Administration Manager/Complaints Officer will set an agenda for the meeting and discuss what steps should be taken.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and all the relevant documents. Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

- **Time frame**

The person making a complaint will be informed of the outcome in writing, and all complaints will be finalised as soon as practicable, taking into account the students' needs and other relevant factors within 30 days. Where EIC determines that additional time is required to process and finalise a complaint or appeal, the complainant or appellant will be informed in

writing of the reason for the delay. EIC will ensure that regular updates are provided via email or telephone and that the matter is addressed within a time frame that is reasonable, fair, and transparent.

If complaint falls outside the definition of complaints: Administration Manager/Complaints Officer will advise the student accordingly. Administration Manager /Complaints Officer may dismiss a complaint if a complaint is found to be outside the scope of this procedure, or lacking sufficient grounds or evidence to proceed, or in their view the complaint is ill-advised, misguided, frivolous, malicious, or vexatious, the student will be notified with clear reasons and advised of further options if appropriate.
Note: *It is to be noted that Edinburgh International College Pty Ltd will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the institute, Edinburgh International College Pty Ltd.'s education agents or any related party that Edinburgh International College Pty Ltd has an arrangement with, to deliver the overseas student's course or related services.*

At the conclusion of the resolution phase, Administration Manager/Complaints Officer will write to both the student and the respondent, indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their Right to appeal within 20 days of the complaints if dissatisfied with the outcome.
Record the decision: Institute's decision and reasons for the decision will be recorded and placed in the student's file.
If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website www.eic.edu.au or student administration/reception.

➢ **Internal Appeals Process**

Internal appeals may arise from a number of sources, including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by Edinburgh International College Pty Ltd.
An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or Edinburgh International College Pty Ltd website.

- **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint that is done by Student Support Officer/Appeals officer.

- **Consideration of Appeal by Student Support Officer/ Appeals Officer**

Where an appeal relates to the following matters, the Student Appeals Form must be submitted within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of Conduct).

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Student Support Officer or Appeals Officer is responsible for formally acknowledging receipt of the appeal, coordinating ongoing communication with the student, assisting the student throughout the process (such as arranging a support person or interpreter if required), and ensuring the

process is conducted fairly, transparently, and within the designated timeframes. The Investigator or the Student Appeals Committee will:

a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given an opportunity to be accompanied and assisted by a support person.

b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and make a decision.

Student Appeal Committee

- Chief Executive Officer
- Student Support Officer/Appeals Officer
- Investigator or nominee appointed by the CEO.

**Edinburgh International College Pty Ltd will ensure that assessment of the complaint or appeal is conducted in a professional, fair, and transparent manner.*

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of his or her right to an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

If it becomes apparent that an appeal will require an extended period to be resolved, the appellant will be notified in writing or via telephone, including the reasons for the extended timeframe. EIC will ensure the student is kept regularly informed of the progress, and that the appeal is managed within a time frame that is reasonable and fair.

Recording the appeal: Edinburgh International College Pty Ltd will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Student Support Officer/ Appeals officer.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in Edinburgh International College Pty Ltd.'s internal complaints and appeals process. In such cases, the Institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by Edinburgh International College Pty Ltd.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

External Appeals Process

After the student has been advised of the external complaint handling process and procedure, Edinburgh International College Pty Ltd will provide students with contact details of the appropriate complaints handling and external appeals body.

Edinburgh International College Pty Ltd will refer the student to **Commonwealth Ombudsman** to lodge an external appeal or complain about the decision.

The Commonwealth Ombudsman offers 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.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e., Edinburgh International College Pty Ltd in this case, has followed its policies and procedures, rather than make a decision in place of the Institute. External appeal authority will be provided with sufficient information within due timelines requested.
For example, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the Institute, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be. Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

Outcome
If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, Edinburgh International College Pty Ltd will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.

Edinburgh International College Pty Ltd will maintain a written record of all complaints or appeals, including a summary of the issue and the outcome. Students will receive formal written acknowledgment (via email or letter) confirming the details of their complaint or appeal and the final decision or actions taken to address the matter. EIC uses the outcomes of complaints and appeals processes to support ongoing improvements in its training delivery and student support services.

Edinburgh International College Pty Ltd reviews all complaints and appeals to identify underlying issues and potential improvements. Outcomes are analysed to determine root causes, and this data informs updates to policies, procedures, training delivery, and student support services. Trends and recurring issues are reviewed during management meetings and internal audits to ensure that corrective actions are taken and embedded into future practice.

Examples of an external or independent body or person may include:
- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body.
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: Commonwealth Ombudsman is a free and independent service.

Commonwealth Ombudsman contact details are:
- **Website**: http://www.ombudsman.gov.au/
- **Email**: ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education. and training in Australia. Commonwealth Ombudsman also:

a) Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

b) Publishes reports on problems and broader issues in international education that Commonwealth Ombudsman identifies through investigations.

For further information, please visit https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint or contact Commonwealth Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, Edinburgh International College Pty Ltd will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

Edinburgh International College Pty Ltd will maintain all relevant responsibilities until:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the Institute in writing.

Please note following procedures do not remove the student's right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Victoria Legal Aid Refer to https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint.

Students Rights as Consumer

Complaints and Appeals Policy, and Procedure do not remove the right of students to act under Australia's consumer protection laws.

Unique Student Identifier

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include your USI in the data we submit to NCVER.

The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned with a USI. EIC will obtain and verify the student's USI at the time of enrolment. EIC will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student, and the department. All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to EIC during the enrolment process. If students do not provide a USI, EIC will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. EIC Student Services staff can assist you to obtain your USI on request.

USI does not appear on any certificates, statements of attainment or other public documents issued by EIC. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's website www.usi.gov.au.

Important Information

Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 48 hours a fortnight when a student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools, and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any institute or university that they enrol in whilst in Australia.

Refer to https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500# for more information.

Legislation

A range of legislation is applicable to all the staff members and students of Edinburgh International College Pty Ltd. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations
- Australian Human Rights Commission https://humanrights.gov.au/
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs https://immi.homeaffairs.gov.au/
- Disability Standards for Education 2005 https://www.legislation.gov.au/Details/F2005L00767
- Disability Discrimination Act 1992 https://www.legislation.gov.au/Series/C2004A04426
- Racial Hatred Act 1995 https://www.legislation.gov.au/Details/C2004A04951
- Racial Discrimination Act 1975 https://www.legislation.gov.au/Series/C2004A02868
- Sex Discrimination Act 1984 https://www.legislation.gov.au/Details/C2023C00003
- Privacy Act 1988 https://www.legislation.gov.au/Series/C2004A03712
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182
- Education Services to Overseas Students (ESOS) Act 2000 https://www.legislation.gov.au/Details/C2022C00066
- Education Services to Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2021C01320

It is the responsibility of all Edinburgh International College Pty Ltd staff to ensure the requirements of relevant legislation are always met. Please refer to the websites indicated or contact the institute at +61 03 9088 6578/+61 449 993 550 if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Third-Party Arrangements and Education Agents

Edinburgh International College Pty Ltd does not engage any third-party organisations to deliver training, assessment, student support, or administrative or any other services on its behalf. All core services are delivered directly by Edinburgh

International College Pty Ltd, ensuring quality, consistency, and compliance with the Standards for RTOs 2025.

However, EIC does engage Education Agents for the purpose of recruiting international students. These education agents are authorised to promote our courses and assist with the application process.

A full list of authorised Education Agents is available on our website: www.eic.edu.au.
Edinburgh International College Pty Ltd remains fully responsible for ensuring that all education agents accurately represent the Institute's services and adhere to ethical recruitment practices.
If you have feedback or concerns regarding an education agent or their representative, please contact our Student Support Team at info@eic.edu.au or call us at +61 03 9088 6578/+61 449 993 550.

Use of Education Agents

Edinburgh International College Pty Ltd engages with on shore and offshore Education Agents to recruit students. Full list of Education Agents can be found on Edinburgh International College Pty Ltd.'s website www.eic.edu.au.Edinburgh International College Pty Ltd is responsible to ensure that its education agents accurately represent Edinburgh International College Pty Ltd's services on their behalf. If you have any feedback or concerns regarding services provided by Education Agents or its representatives, please contact Edinburgh International College Pty Ltd students support at info@eic.edu.au or give us a call at +61 03 9088 6578/+61 449 993 550.

Edinburgh International College Pty Ltd has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that Edinburgh International College Pty Ltd engages with, implement Education agent's policy and procedures, Education Agent Performance Review Assessment conducted by marketing staff to ensure that education agents always comply with the standards.

Students must be aware that information collected from students on application form may be shared with their authorised education agent if required. Therefore, it is student's responsibility to notify Edinburgh International College Pty Ltd if planning to change or have changed their authorised education agent within 5 working days.

Use of personal information

Information is collected during enrolment in order to meet the institute's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student's compliance with the conditions of their visas and their obligations under Australian immigration laws generally.
Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

Safety and Security

Your safety

Edinburgh International College Pty Ltd is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Occupational Health and Safety Act 2004 of our responsibilities to maintain a safe environment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.

- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents, and near premises to Edinburgh International College Pty Ltd.'s staff.
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Always keep training and assessment areas neat and tidy.
- Seek assistance if you volunteer to lift items, e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
  Electrical equipment.
- Electrical equipment that is not working should be reported to Edinburgh International College Pty Ltd staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers, and assessors should not undertake any task related to fixing electrical equipment, such as lighting or electrical training aids.

Fire safety

- Edinburgh International College Pty Ltd will undertake training session to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all Exits and fire extinguishers. Users will consult available maps to determine location.
  - It is the user's responsibility to understand fire drill procedures displayed around the premises.
  - Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved in the injury register.
- Edinburgh International College Pty Ltd.'s trainer and assessors are equipped with skills and Knowledge in Australia.

Lifting

- Students, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by Edinburgh International College Pty Ltd unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- 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.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Edinburgh International College Pty Ltd is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Edinburgh International College Pty Ltd staff members are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member of Edinburgh International College Pty Ltd who fails to follow this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Edinburgh International College Pty Ltd staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission. Refer to the Complaints and Appeals Policy and procedures of Edinburgh International College Pty Ltd available on the website or can be made available at the reception.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Edinburgh International College Pty Ltd whom they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Edinburgh International College Pty Ltd, they are advised to contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419.

Access, correction, and complaints

Under the Privacy Act 1988 (Privacy Act), you have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

Please refer to Edinburgh International College Pty Ltd privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: https://www.oaic.gov.au/

Edinburgh International College Pty Ltd Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.eic.edu.au or can be made available from the reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive factual and accurate information about the courses offered by Edinburgh International College Pty Ltd before making an enrolment decision. To ensure this, Edinburgh International College Pty Ltd has stringent policies and procedures in place.

It is very important that you read this handbook carefully before enrolling with Edinburgh International College Pty Ltd to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to act under the Australian Consumer Law if the Australian Law applies.

Media Consent

The Application form gives you the opportunity to decline permission for Edinburgh International College Pty Ltd to use any representation of your time here for promotional purposes. Please be sure to read the "Media Consent" section of the Application Form.

From time to time, EIC staff may request to take photographs/videos or verbal/written interviews/testimonials of students at EIC or at places where the student is involved in an activity. These creations may be used in a classroom, campus posters or

could be published by Edinburgh International College Pty Ltd in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or by contacting Edinburgh International College Pty Ltd student administration.

Fees Payable

a) The initial tuition fee, application fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the institute.
b) Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
c) Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement, which states the next instalment amounts with the due dates. All due dates on the tuition fees will be kept at standard 15th of every month.
d) Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
e) Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the Institute.
f) Students must pay their fee directly to Edinburgh International College Pty Ltd. Students should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

Reminder letter

In case the student's instalment falls on a particular month, a friendly email reminder along with the fee warning letter will be issued to the student the date when the student has missed the payment. Students may also be informed via email or phone call.

If a student fails to make the payment of the outstanding fees even after fee notice and/or email. Student's enrolment will be cancelled after 20 working days of fee notice. The cancellation of the enrolment will cause following restrictions to apply:
i. Loss of access to the institute's Learning Management System, classroom, computer system, including internet and others.
ii. Loss of access to enrolment records, results, and academic certificates.
iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.
IV students are required to re-enrol in the course if they wish to pay the remaining course fee after cancellation.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on Edinburgh International College Pty Ltd.'s website. If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.
h) If students choose not to appeal against the institute's decision and makes no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.
i) If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of $50 per week.
j) Students will be given total 3 attempts including 1 original plus 2 reassessments.
Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: $300

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- $300.

k) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

l) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled into a course. Students are advised to contact student administration for updated fees and charges.

m) If the student's visa status changes (e.g., becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

n) Edinburgh International College Pty Ltd reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the Institute for engaging a third party to recover such outstanding fees will be charged to the student.

0) Edinburgh International College Pty Ltd has Refund's policy and procedures to ensure all students are treated fairly and with integrity when applying for refunds.

p) All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

q) All 'refunds' will be approved by the Administration Manager and the applications will be processed within 10 working days of the application being placed.

Fee Schedule

Course Fee	As per the course offer and written agreements
Application Fee (Non-Refundable)	Ranges from $250-$500, depending on the course offer and written agreements and student handbook
Material Fee	As per the course offer and written agreements and student handbook
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	$300
Re-assessment Fee (after 2 attempts)	$300
Late payment Fee	$50 per week
Late Assessment Submission Fee	$150 (Up to four weeks after due date)
Deferral/Suspension Fees	$300
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	2% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	$100
OSHC (Overseas Student Health Cover)	Outsourced- contact EIC for more details
Re-Issue of Certificates and transcript	$50
Re-Issue of Student ID Card	$10
Interim Academic Transcript	No charge
Change of COE Fee	$ 250 Per week (Depends on course and duration extended)
COE Extension	Depends on course and duration extended
Course Variation/ Timetable Change	$300 Non-Refundable

Student cancellation

Students who cancel their enrolment partway through a training program must notify EIC in writing via email or at Edinburgh International College Pty Ltd.'s reception at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options, such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Refunds

Process of Claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with the refund policy should do so by filling up a Refund Application form available at Edinburgh International College Pty Ltd.'s reception and on Edinburgh International College Pty Ltd.'s website www.eic.edu.au. Students must submit a refund application form along with other supporting documents on campus. The documents should be submitted to:

Administration/Accounts Officer
Edinburgh International College Pty Ltd (EIC)
Suite 2/61, Riggal Street, Broadmeadows, VIC 3047, Australia
Or
Email us at info@eic.edu.au

All students' refunds are conditional on the following:

A. **Course Withdrawal**

i. Where a written notice of withdrawal is received by the Institute at least **12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except application fee.
ii. Where a written notice of withdrawal is received by the institute within **6 to 11 full weeks before the agreed start date** of the course or term, the institute will refund 50% of the fee received, except application fee.
iii. Where a written notice of withdrawal is received by the institute within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
iv. Where a written notice of withdrawal is received by the institute **after the start date** of the course or term, no refund will be provided.
v. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
vi. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.
For example: If a student enrols in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.
vii. If the refund application is approved, refund will be paid within the period of 4 weeks after receiving written notification/claim from the student and relevant forms duly signed by the student.
viii. 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. **Student Defaults**

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment, like:
a) The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).
or
b) the student withdraws from the course at the location (after the agreed starting day).
Or
c) the institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:

- the student failed to pay an amount payable to the provider for the course.

- the student breached a condition of his/her student's visa, and his/her visa has been refused.
- misbehaviour by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e., the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing within 31 days of the course commencement, then student's enrolment will be cancelled based on non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because of the provider's defaults in relation to the course at the institute.
Edinburgh International College Pty Ltd will pay the refund to the following person:

a. the student
b. if a person (other than the student) is specified in the student's written agreement to receive any refund, the specified person.

Edinburgh International College Pty Ltd will pay a refund within a period of 20 working days after receiving a written claim from the student.

C. **Visa Refusal**

If a student's visa application or visa renewal is refused by the Australian Government prior to commencement, a refund of course fees will be made, and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:
The amount of unspent pre-paid fees that the provider must refund the student for the purpose of
Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):
a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
b) the sum of $500.
Whichever is lesser.

Students must provide the Institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

a. The weekly tuition fee = total tuition fee for the course/number of calendar days in the course x seven (7). This amount is rounded up to the nearest whole dollar.
b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / seven (7).

No refunds will be granted where:
a) An international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.
b) The refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
(i) The student's failure to start the course at the location on the agreed starting day.
(ii) The students' withdrawal from the course at that location.
(iii) The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location.

As per the ESOS Act 2000 (47D), Refund payments to students following visa refusals will be paid within a 4-week timeframe after receiving a written claim from the student and relevant forms duly signed by the student. Students must provide the institute with substantiated evidence of their student visa refusal.

D. **Provider Default**

I. In the unlikely event that the institute is unable to start or deliver the course (known as provider default), the student can choose to accept either:

- *A refund of course fees, which will be issued to the student within 14 days.*
- 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 that they have accepted the placement.
- 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 fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 working days after the cessation of the course.
- 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.

I. Refund Process

a. The student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents include:

- a completed refund application form provided by the institute.
- a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
- Proof of extenuating circumstances of a compassionate nature.

b. Refunds will be made within 4 weeks of the receipt of the completed refund application form along with full supporting document by the institute *(in case of student's default*).
c. Refunds will be made within 14 working days of the receipt of a completed refund application form along with supporting documents by the institute *(in case of Edinburgh International College Pty Ltd default*).
d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

II. Payment of Refunds

a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
b. Refund to International banks will be made in the Australian currency, whereby the student will receive a refund amount equivalent to the Australian dollar exchange rate on the date of transfer.

Note: Timeline for refund
It is to be noted that refunds will be made available to students differently based on the student's default and the provider's default.

i. **In case of Student default:** Refund will be paid within the period of 4 weeks after receiving written notification/claim from the student and relevant forms duly signed by the student.
ii. **In case of Provider's default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

THE EDINBURGH INTERNATIONAL COLLEGE COURSE FEE REFUND TABLE			
Refund Circumstances	**Refund of Tuition Fees Paid**	**Refund of Material Fees**	**Application Fee**
Withdrawal at least **12** full weeks or more prior to the agreed start date.	100%	100%	No refund
Withdrawal between **6** to **11** full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in **5** full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%		
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by Edinburgh International College Pty Ltd for the course in respect of the student course less the following amount. **(a)** 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or **(b)** a maximum sum of $500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period **a.** The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. **b.** The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund

The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrols in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund period of 5 weeks prior to the agreed start date of the course.			

Cooling-off period

Edinburgh International College Pty Ltd will provide applicants with a 7-day cooling-off period. This means that if a student accepts the offer letter to study at Edinburgh International College Pty Ltd and pays Edinburgh International College Pty Ltd the relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify Edinburgh International College Pty Ltd in writing within 7 days of the signed agreement date.

Student's Rights to Appeal

Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the Student Support Officer and follow the complaints and appeal process of Edinburgh International College Pty Ltd.

The institute's appeal process does not restrict the student's right to pursue other legal avenues. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- Complete their studies in another course or with another education provider, or
- Receive a refund of their unspent tuition fees.

Edinburgh International College Pty Ltd is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that Edinburgh International College Pty Ltd is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service, visit: https://tps.gov.au

Payment Method

Edinburgh International College Pty Ltd accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Direct debit (By setting up direct debit with the administration team at Edinburgh International College Pty Ltd)
- Payment in cash is discouraged.

Payment Instructions – How to Pay

Payments can be made.

1. Completing direct debit form at college's reception
2. EFT Banking Details-Contact the institute at +61 03 9088 6578/+61 449 993 550 for details on banking details. Alternatively, banking
   details are also available on Edinburgh International College Pty Ltd.'s application form.
3. Edinburgh International College Pty Ltd can accept small amounts of the fees in the form of cash, however payment in cash is discouraged.
4. Can pay by debit card or credit card (Surcharge on debit and credit card payment will apply as mentioned above)

Change of Address

Student Obligation

Upon arriving in Australia, students are required to advise the institute of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address, as under Section 20 of the ESOS Act 2000.

Institute is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. Institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify staff member of any change of their address and contact details within 7 days of change while enrolled at the institute, including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations?

Failure to update the contact details means that students may not receive important information which may affect their course, their enrolment or visa. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up to date to ensure they receive important information about their course, fees, and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs website at https://www.homeaffairs.gov.au.

EIC's Obligation – Student Notifications and Changes

EIC is committed to ensuring that students are informed of any significant changes that may impact their training, enrolment, or support services.
Students will be notified as soon as practicable of any changes affecting their studies, including but not limited to:

- Change of ownership of the RTO
- Changes to contact details or campus location
- Changes to course details, duration, structure, fees, or costs
- Changes to training products (e.g., superseded units or transition arrangements)
- Changes to delivery mode, training, work placement, or assessment location
- Changes to engagement terms and conditions
- Changes to services provided, including student support services
- Information relating to regulated outcomes
- Changes to ownership or management
- Unexpected events affecting delivery (e.g., natural disasters or other disruptions)

Change of Ownership of RTO (Registered Training Organisation)

Edinburgh International College Pty Ltd will notify all learners, students, and clients about the change of ownership taking place within 28 days of the change of ownership. Student support officer will also brief the students, learners, and clients about the impact of the changes.

Change in engagement terms and conditions

Edinburgh International College Pty Ltd reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment, the student will be informed 7 days prior to changes taking effect.

Change of delivery, Training, work placement or assessment location

Edinburgh International College Pty Ltd reserves the right to change the location of delivery, training, work placement or assessment. If any such changes are made that affect the student's training or assessment, the student will be informed 7 days prior to changes taking effect.

Legislative and Regulatory Responsibilities

Edinburgh International College Pty Ltd is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Edinburgh International College Pty Ltd has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Edinburgh International College Pty Ltd.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.legislation.gov.au (Federal), www.legislation.vic.gov.au (State).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable, and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and include the Education Services for Overseas Students Act (the ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to https://www.legislation.gov.au/Series/C2004A00757.

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred to as National Code 2018) is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. , kindly refer to https://www.legislation.gov.au/Details/F2017L01182.

Occupational Health and Safety Act 2004

The Occupational Health and Safety Act 2004 (OHS Act) is the primary legislation governing workplace health and safety in Victoria. It outlines the key principles, employer responsibilities, and worker rights regarding health and safety in the workplace. The Act mandates a duty of care for employers, employees, and others to identify, manage, and minimize risks to health and safety. Employers are required to consult with workers and implement effective risk management practices. WorkSafe Victoria is responsible for enforcing the Act and has the authority to impose penalties for non-compliance. Employers must report serious incidents and potential risks to WorkSafe.

The Occupational Health and Safety Act 2004 (OHS Act), along with the Occupational Health and Safety Regulations 2017, establishes the legal framework and safety standards for the use, maintenance, and management of workplace equipment. These regulations are designed to ensure that equipment is safe, properly maintained, and appropriate for its intended purpose.

All equipment used in the workplace must meet strict safety standards to prevent risks to workers' health and safety. Employers are required to assess potential risks associated with equipment, ensure employees are properly trained in its use, and maintain the equipment in good condition. Non-compliance with these standards can lead to penalties and enforcement actions by WorkSafe Victoria. For more information, visit www.worksafe.vic.gov.au.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles. The object of the Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information
- the purposes for which the entity collects, holds, uses and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the
- correction of such information
- whether the entity is likely to disclose personal information to overseas recipients

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodations or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects: The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people based on their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

Privacy Statement

Student's privacy is important to us, and all the personal & private information collected about the student will be treated as confidential. Information collected during student's enrolment is done in order to meet Edinburgh International College Pty Ltd.'s obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about the student during their enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during students' enrolment can be disclosed without student's consent where the institute is authorised or required to do so by the law.

Students can access information collected from them on the application form and during their enrolment by contacting Student Administration at the institute.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, EIC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on the letter of offer, your training activity data) may be used or disclosed by Edinburgh International College Pty Ltd for statistical, regulatory and research purposes. Edinburgh International College Pty Ltd may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement, Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification and populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring, and evaluation.

Student may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. Student may opt out of the survey at the time of being contacted. NCVER will collect, hold, use, and disclose student's personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at **www.ncver.edu.au).**

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

Address: Suite 2/61, Riggal Street, Broadmeadows, VIC 3047, Australia. Australia
Phone: +61 03 9088 6578/+61 449 993 550
Email: info@eic.edu.au
Website: www.eic.edu.au

Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on the website www.eic.edu.au or the most current information or speak to Edinburgh International College Pty Ltd.'s student administration. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to Edinburgh International College Pty Ltd staff member for further details.

Edinburgh International College Pty Ltd handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.eic.edu.au. Information contained in this handbook might not be suitable for enrolment purposes; however, this information should be read in conjunction with the website or course information brochures. For more information, please speak to the student's Administration Manager at the reception of Edinburgh International College Pty Ltd.

"The more that you read, the more things you will know. The more that you learn, the more places you'll go"– Dr. Seuss

We are always there to provide support wherever required.

