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Edinburgh International College

“Knowledge Enlightens The World”

RTO No : 45561 | CRICOS Code : 03817A

Student Handbook/prospectus

2020-2021

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CEO's Message

Edinburgh International College is located just 20 kilometers south east of the Brisbane CBD in the Brisbane-Gold Coast corridor. The area extends to the Logan/Brisbane city border on Logan Road and along the Pacific Highway and provides links to both the north and south of the area with the Logan Motorway and Gateway Motorway.

At Edinburgh International College, we focus on delivering quality education to all the students along with dynamic learning environment. Our team of highly qualified and experienced staff will help you in achieving your goals in a best possible way. Our course structure and teaching method is what makes us distinguish from others. Courses at Edinburgh International College are tailored according to the industry requirements so that students can have maximum benefits from the course. This Student Handbook has been developed to provide you with important information to make an informed decision about your future study plans. It contains information about Australia, course information, accommodation and living costs, admission procedures at Edinburgh International College and other vital information.

I look forward to seeing you at Edinburgh International College

Edinburgh International College

Location of training delivery: Shop 9 3360 Pacific Hwy, SPRINGWOOD, Brisbane, Queensland 4127 (Campus for overseas students' delivery) (Monday to Thursday)

Melbourne head office: Suite 2, Warehouse A, 61 Riggall Street, Broadmeadows 3047 (Campus proposed for future)

EIC's phone number is: +61 449 993 550 +613-9088 6578, Our email address is: info@eic.edu.au

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Deval Nirmal
CEO

Courses Provided by EIC to International students:

CRICOS Code	State Course ID	Course Duration	Course Name	Course Brochure weblinks
0101534	BSB51918	60 Weeks	Diploma of Leadership and Management	https://drive.google.com/file/d/1QGn0uH389kqy3QCB5EYnETA18k-NjTKz/view?usp=sharing

THIRD PARTY ARRANGEMENTS

We deal with education agents to recruit students to EIC who are considered as third party. EIC will only work with reputable Education Agents who have an appropriate knowledge and understanding of the Australian international education industry. For more information, please go through our agents.

Our resources and facilities:

Student will have access to the equipment and resources needed for the units of this qualification which includes:

- Classrooms, counselling rooms
- Disabled toilets
- Learner Guide/Student Assessment
- Reading material
- Relevant websites
- internet and Wi Fi facilities
- Printer
- Projector screen and White board
- student lounge

- Relevant workplace documents e.g. policies and procedures
- Resources materials such as case study
- Access to Trainers/Assessors, Student Support Officers, CEO
- simulated working environment

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived at location you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

Orientation Program

Your first week at EIC will be spent getting to know all about the Institute, its facilities, meeting coordinators and teachers, asking questions about your course and learning a little about Australia, how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation program as many things are covered in this one short week.

- Welcome by the CEO and the management ;
- Required to update their personal details and other student information
- Informed of the requirements of EIC and Department of home affairs (DHA).
- Refund policy discussed
- Credit transfer & RPL process discussed
- Presented with an orientation pack
- Introduced to the classroom teachers and students
- Informed of course progress requirements
- Assisted with banking details
- Informed about higher education subject pre-requisites and pathways
- Issued with a student card

Selection and enrolment

EIC accepts applications from all students who meet the admission requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later.

If you are applying for a course you must satisfy the admission requirements.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credits in this Prospectus.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

EIC does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2, or
- a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

The College collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct the College to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

It is a condition of your student visa to inform the EIC of any change to your address. Students MUST confirm and update your address details within 7 days of the change. Please ensure if your personal details have changed that you also notify EIC by emailing info@eic.edu.au

EIC is required, under s19 of the ESOS Act 2000, to tell the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

EIC can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration because of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, EIC will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

EIC has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

Fees and Refund arrangements

Fee schedule and Fees are always as per the course brochures and written agreements which will be supplied to the student to read and understand. The written Agreement and the availability of complaints and appeals processes does not remove the right of the student to take an action under Australia's consumer protection laws.

Students are strongly advised to contact Edinburgh International College with any questions they have about fees and refunds prior to submitting the application. Contact: info@eic.edu.au

Tuition Protection Service

The College is a member (potential) of the Tuition Protection Service (TPS). This means that the fees paid to the College are safeguarded if the College defaults on delivering the courses you are enrolled in.

In the unlikely event that the College is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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 course fees

Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

For more information please refer to the Fees and Refunds policy of EIC.

Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Nearest airport is Melbourne airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by EIC at the time of confirmation of enrolment.

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

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of Immigration and Border Protection website <http://www.immi.gov.au/students/> and <http://www.immi.gov.au/students/pdf/permission-to-work-students.pdf>

Complaints and Appeals

Please request for the current policy of the EIC.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

EIC reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where EIC is not permitted to do so by law.

EIC must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years.

COVID-19 Impact and Response on Training and Assessment strategies:

As you are aware, COVID-19 is causing disruptions to educational institutions in Australia and around the world. The outbreak of the coronavirus (COVID-19) poses a major threat to the health and well-being of the global community and is a significant challenge for all. Edinburgh International College is monitoring the ongoing impact of COVID-19 and is taking appropriate action in line with advice from relevant government and health authorities. Edinburgh International College's Management assess the latest information and put in place procedures to protect students, employees and the organisation. Our thoughts are with students and staff who are affected directly or indirectly by COVID-19 on a personal level, through family connections or business/employment impacts.

For more information: https://eic.edu.au/covid_19/

PURPOSE

The policy ensures that critical incidents or potential critical incidents that could affect an international student's ability to undertake or complete the course in which they are enrolled. This complies with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

DEFINITIONS

Critical incident means 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, but are not limited to, events such as:

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

Critical Incident Team means a group of persons specified by EIC to plan an immediate response, allocate responsibilities, and determine ongoing strategies. This role has been allocated to:

- Delegated person

Designated person means any EIC staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

DET means Department of Education and Training

Emergency Services include:

Emergency Services - Police, Fire and Ambulance Phone: 000

- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24-hour crisis counselling line) 131 114
- Poisons Information Centre 13 11 26
- State Emergency Service 03 [9256 9000](tel:92569000)
- Health Department 1800 020 103

PRISMS mean Provider Registration and International Students Management System

POLICY

1. EIC is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
2. EIC ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in EIC Health and Safety Policy and Procedure.
3. A designated officer and/or critical incident team will manage critical incidents.
4. All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
5. Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to seek assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
6. EIC will ensure that appropriate post-incident support is provided as required.
7. EIC response to critical incidents will always be evaluated and improvements identified and implemented as required.

Procedures

1. Respond to incident

Procedure	Responsibility
<p>A. 23-03-2020 COVID-19</p> <p>As you are all aware, the outbreak of Corona Virus has impacted us all and Department of Health and Human Services (DHHS), the Australian Government and Government of Victoria have issued directives to deal with the pandemic. This has also impacted Edinburgh International College's delivery plans and schedules for the upcoming academic term as the college premises remain under lock down. Edinburgh International College continues to follow the expert advice of the Australian Government, and ASQA in ensuring that students continue their studies and continue to progress in the current situation. Impact and Response: As you are aware, COVID-19 is causing disruptions to educational institutions in Australia and around the world. The outbreak of the coronavirus (COVID-19) poses a major threat to the health and well-being of the global community and is a significant challenge for all. Edinburgh International College is monitoring the ongoing impact of COVID-19 and is taking appropriate action in line with advice from relevant government and health authorities. Edinburgh International College 's Management assess the latest information and put in place procedures to protect students, employees and the organisation. Our thoughts are with students and staff who are affected directly or indirectly by COVID-19 on a personal level, through family connections or business/employment impacts.</p> <p>For current information please visit: https://eic.edu.au/covid_19/ https://www.dhhs.vic.gov.au/coronavirus</p>	<p>CEO</p>
<p>A. Immediate response (within 24 hours)</p> <ul style="list-style-type: none"> • Assess situation and consider any risks to own safety before taking any action. • Alert the most senior staff member available where a critical incident is occurring or is likely to occur. • Take over temporary control of incident (where there is no threat to that person's safety). • Contact emergency services ensuring that all details known about the incident are provided. • Action evacuation procedures if required and provide first aid or medical assistance as needed. • Develop and implement a <i>Critical Incident Action Plan</i> for responding appropriately in a timely manner. • Liaise with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals). • Contact and inform parents and family members of those involved in incident. • Provide an officially agreed response to the media and ensure other staff involved are aware of the appropriate response to the media. • Keep appropriate and adequate records. 	<p>CEO</p>
<p>B. Secondary response (48 – 72 hours)</p> <ul style="list-style-type: none"> • Coordinate support, including counselling for those directly or indirectly involved 	<p>CEO</p>

Procedure	Responsibility
<ul style="list-style-type: none"> Review legal issues, including advising family of process/access to assistance as required Provide staff and students with information about the critical incident including organising a debriefing for all students and staff actively involved with the incident. Restore EIC to regular routine, program delivery, and community life as soon as possible. 	
<p>C. Ongoing follow up response</p> <ul style="list-style-type: none"> Identify any other persons who have been affected by the critical incident and provide access to support services as required. Debrief staff and students on an ongoing basis as required. Where the incident results in a student's suspension or cancellation of studies, notify DET via PRISMS. Provide appropriate support in the event of a serious injury or death such as hiring interpreters, deciding for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues. Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder. Manage long term consequences such as insurance, inquests, and legal proceedings. 	CEO
<p>D. Complete critical incident report</p> <ul style="list-style-type: none"> On finalisation of the critical incident, prepare a <i>Critical Incident Report</i> Provide a copy of the critical incident report to the CEO File copy of <i>Critical Incident Report</i> 	CEO

2. Evaluate critical incident response

Procedure	Responsibility
<p>A. Evaluation of response</p> <ul style="list-style-type: none"> As soon as possible after the critical incident meet to review the implementation of procedures and the effectiveness of the response. Document any changes required to procedures based on the review. Implement changes identified. File copy of the review findings. 	CEO

Training and Assessment procedures at the college:

POLICY

1. Delivery of quality training

- EIC provides quality training to its students for all Courses. This means:
 - Providing an appropriate amount of training for each Course to ensure effective outcomes for students in line with industry expectations, Training Package or VET Accredited Course requirements, and AQF requirements.
 - Providing suitable educational and support services sufficient to meet the numbers of students enrolled with the RTO.
 - Providing training resources that are accessible to students regardless of their location or mode of delivery.
 - Ensuring there are sufficient numbers of skilled trainers and assessors who are appropriately qualified and experienced in line with the Standards (Clause 1.13-1.25) and the RTO's *Skilled Trainers and Assessors Policy and Procedures*, who are able to deliver the Courses on the RTO's scope to the number of students enrolled with the RTO.

- Identifying the support that each individual student needs prior to their commencement or enrolment with the RTO (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes.

2. Training and Assessment Strategies and industry consultation

- In line with EIC's *Course Development and Review Policy and Procedure*:
 - EIC engages effectively with industry on each of the Courses it develops and/or delivers and uses industry feedback and input to contribute to the way in which a Course is delivered and structured.
 - A comprehensive *Training and Assessment Strategy* is developed and implemented for each Course on EIC's Scope of Registration. Training and Assessment Strategies are developed in consultation with industry and meet the requirements of the training package or VET Accredited Course.
 - Training and Assessment Strategies are reviewed annually to ensure they remain current and reflect the current needs of industry.
 - Training and Assessment Strategies are designed to be detailed so as to ensure that they can be used as the roadmap to the delivery of each course, in conjunction with EIC's policies and procedures.
 - Trainers and assessors are provided with the *Training and Assessment Strategy* for each Course they train and/or assess to ensure consistency and compliance with the requirements

3. Suitable and sufficient resources

- EIC ensures it has access to suitable resources, facilities, and equipment to deliver all Courses on its Scope of Registration. This includes access to a sufficient number of qualified trainers and assessors, relevant training rooms, learning aids, machinery, tools, workplaces or simulated workplace environments that appropriately reflect a workplace that a student is likely to work in once qualified. For further information refer to the *Course Development and Review Policy and Procedures*.

4. Assessment principles

- EIC has an assessment system that ensures assessment:
 - Is conducted in accordance with the Rules of Evidence and the Principles of Assessment.
 - Is conducted in line with the requirements of the relevant Training Package or VET Accredited Course.
 - Requires the student to demonstrate all of the skills and knowledge outlined in the components of the relevant unit of competency or module.
 - Requires the student to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a workplace.
 - Considers the students' dimensions of competency when making all assessment decisions.
- To ensure no students are disadvantaged, where required assessors will make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs and record these adjustments.
- EIC has a plan for, and implements, systematic validation of assessment practices and judgments. Refer to the *Assessment Validation Policy & Procedure* for further information.

5. Assessment documentation

- Assessment documentation has been developed for all units of competency or modules in each Course. These documents include:
 - Detailed instructions to the student about the tasks they must complete
 - Benchmark answers and decision-making rules for the assessor
 - Recording tools for the assessor
 - Mapping documents showing how the assessment tasks relate to the requirements of the unit of competency or module.

6. Submission, feedback, and re-assessment

- Students must submit each task through the Learning Management system within timelines specified in the assessment instructions.
- Written and theoretical tasks will be assessed within 4 weeks of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.
- Students have up to three attempts per assessment task. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.
- Where a student exhausts their attempts at re-assessment, the student will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

- Students will receive detailed feedback for each task either in written or verbal form from their assessor.
- 7. Assessment appeals**
- Students have the right to make an appeal against an assessment decision by following the *Complaints and Appeals Policy and Procedure*.
- 8. Recognition of Prior Learning (RPL)**
- Recognition of Prior Learning is available for all Courses and all students are offered the opportunity to participate in RPL upon enrolment.
 - A streamlined RPL process has been developed which requires the student to make a self-assessment of their skills, participate in an interview with an assessor, provide documentary evidence and demonstrate practical skills where relevant.
- 9. Student plagiarism, cheating and collusion**
- Students are expected to complete all assessments ethically: without plagiarism, collusion or cheating. Any students suspected of unethical behaviour will be managed through the disciplinary procedures which may require the student to attend disciplinary meetings, submit their assessment again, or for repeated acts may be asked to withdraw from the course.
- 10. Record keeping**
- EIC will comply with the requirements of ASQA's General Direction: *Retention requirements for completed assessment requirements* available at https://www.asqa.gov.au/sites/g/files/net2166/f/GENERAL_DIRECTION_Retention_requirements_for_completed_student_assessment_items.pdf. This means that assessments and all corresponding evidence will be kept on file for at least 6 months after the assessment decision has been made.
- 11. Feedback and improvements**
- EIC collects feedback about its training and assessment practices and systems from students, trainers/assessors, and industry. Feedback will be collected regularly, collated and analysed to bring about effective improvements. Refer to the *Quality Assurance Policy & Procedures* for further details.

For more information , please refer to our policy document by sending email to : info@eic.edu.au

Temporary Change of Delivery Mode Process and procedures (01/04/2020 to 30/06/2021):

The need for temporary distance delivery: As COVID-19 cases spiral, the Government is implementing greater restrictions on movement. The need for Australians to distance themselves from each other has become paramount in a bid to slow the spread of coronavirus. Our college is trying to slow the increase in coronavirus cases through enforced social distancing. EIC staff and students are required to maintain social distance such as 1.5-meter distance between individuals. In this circumstance, it is difficult to have group training room/face to face training sessions in place. In response to the government initiative to control the pandemic, at this stage EIC will follow the state guidance and temporary law to maintain social distance. Any further development and federal and state government's decisions will also be followed.

Regulatory requirements:

Providing distance delivery options to students can result in a different set of support and progression requirements to ensure students are able to progress at the rate required to develop the required skills and knowledge. EIC has the support provided meets the needs of your individual students to maintain student satisfaction and encourage successful completion. This document is an information to all staff and students for their awareness of how they can seek the required support – whether that be through the trainer directly or through helpdesk style support so they can be proactive in accessing the support.

Use of digital literacy:

Digital literacy for online and distance delivery extends the request to continue using your computers and your own internet at homes throughout their course , for example, if a student is required to record a video for assessment and then upload that file, learn how to do it through the college trainers.

Delivery Mediums:

1. Webinar (Google Classroom and google meet)
2. Email (two-way written communication)
3. Telephone (SMS, Voice two-way communication)

4. Resources (soft copies of written text and activities, digital copies of assessments)

Required resources

1. Google meet and Google classroom (with licensed to use for commercial purpose)
2. Digital materials (book text converted to digital mode or valid and reliable re-written learning materials in line with unit of competency requirements) sufficient to cover 20 hours of training and involvement in student learning.
3. Computer access with internet and audio – mic and speakers (at the delivery point), Telephone (landline or mobile),
4. Session plan, PowerPoint presentation slides
5. Access to printer or printing student work materials
6. Digital simulate workplace resources (as required)

Training and Assessment Strategies (during Pandemic situations)

1. 20 hours of learning engagement of students per week will continue as usual by establishing two- way interactions between the trainer/assessor which includes their learning activities using digital technology. Our course training materials and handouts, learning activities uploaded on to our digital learning management systems will cover 20 hours of learning a week in line with session plan requirements of training and assessment. Trainer contact time will be 1 hour to 3 hours using Google meet two times a day for the group covering the training component according to session plan using PowerPoint presentations and relevant activities including the simulated workplace materials. College will keep student work and involvement of training during this period of national emergency in student record to provide to the regulatory body as evidence of their contact-ability and involvement in training with required 20 contact hours. The college records student attendance for distance learning and expect to receive student completed activities, assessment work, mark, and record them and then file them in the student file as evidence. Written feedback to student of their progress and records of feedback attached with student assessment copies, marking documents and assessment outcome. Students should continue to be monitored for course progress to track knowledge and skills development and assist to maintain motivation.
2. Students must be regularly logging in, and undertaking their learning, to progress through their course. College must export weekly log in reports from our LMS to identify any students who may not be progressing suitably and contact them for academic support. We use this as an evidence of student progression through online delivery.
3. We maintain regular contact with the student by telephone or email to discuss the online content and their progression will help in comprehension in verifying the authenticity of the students. Students are expected to complete their assessments during the unit progression and our assessors mark the assessments and give feedback to the students within 7 days after the students submit their assessments using our LMS. This way, students will be completing their course in a suitable timeframe using the feedback from trainers.
4. Our college also acknowledges the student's complaints promptly and provide regular updates during the process as per the existing complaints and appeals procedures as usual. These complaints can provide a valuable source of information–once resolved–to consider further improvements to delivery practices. The trainers are expected to respond to emails or phone calls promptly.
5. As part of the academic support, we allow students to request for further training sessions using Google meet. Trainers shall support the academic needs of the students by calling them via telephone, email or the LMS messaging system to enable the student to have regular interaction, giving prompt feedback on work submitted and encouraging real-time interaction can encourage positive communication and maintain student motivation in their studies.
6. College encourages friendships among students that would otherwise occur in a face to face training-based course using our video conferencing sessions.
7. Trainers will continue above process for each week to complete training and assessment for the unit of competency according to timetable. Ensure the session plan is used to maintain the consistency across the institutional delivery for various groups.

8. Students will be invited to attend webinar through Google meet by sending out training schedule by email. Contact students by email to inform training times and send the log-in details and timings. Send learning materials and activities before the google meet training time to complete during and after the webinar training session.
9. Record the google meet session as evidence of training provided and to send out to those who request for further learning. Additionally, organise training audios and videos and send to students by email and/ or make available for access through Googles Drive.
10. Interact with students by email and telephone during this period with additional support to ensure student engagement for learning for 20 hours. Provide written and verbal feedback to students of their progress and adjustments or improvements required.
11. Please refer to the course Training and Assessment strategy for the Assessments methods to be used for each unit.
12. Trainer will provide ongoing feedback to the google meet session attendees through the session on their involvement and responses to discussions including screen share of student work with suggestions for improvements.
13. Assessor will provide to the student with verbal feedback on the assessment performance through google meet meeting.
14. The assessor will record the feedback provided to the student on the feedback form that is supposed to be given in writing and keep it attached with the student assessment submission work for further reference and for audit purpose.

Source of ASQA standard to write this policy document is: <https://www.asqa.gov.au/distance-learning/student-support-and-progression>

What Services are available to me @ EIC?

Administration

During Orientation, the team @ EIC will inform you about all the institute's services and facilities. If you are not sure about where to go or who to ask about anything, ask at the reception desk and the person there will help you.

Services at the EIC Reception

- First point of contact for students administrative services and visitors
- Submit forms – Enrolment Variation, Cancellation of Enrolment, Application for refund, Amendment to personal details, Student Complaint form, Student Appeal form.
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support in regards to filling forms
- Obtain a new or replacement Student Card.
- Enquire about other student support services
- Counselling Service
- Have documents printed or photocopied for students/staff.
- Obtain a map and ask for directions around the campus.
- Check if lost property has been handed in.
- Transfer calls to relevant departments upon student request.
- Handing brochures of relevant course requested on enquiry.

Student Support Services

The Training Manager, the Administration Manager, teaching staff and administrative staff member of EIC are available to you to get help while living and studying in Australia.

They can provide general advice and assistance with matters such as:

- Studying and homework
- English language problems
- Adjusting to Australian culture
- Public Transport
- Counselling and welfare services

- Information about future careers and pathways to further study
- Students requiring special or intensive assistance must contact the CEO who may refer them to external support services if required

Your Student File

Student files are stored in a secure, lockable area to prevent unauthorised access, destruction, alteration or removal. Student information is strictly confidential, and all personal details should be handled with the utmost care. Each student has a right of access to their academic record. Refer to *the Access to Student Record*.

Complaints and Appeals Policy and Procedure

EIC has a Complaints and Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. A student may approach the Ombudsman for a review of a decision of EIC. More information about lodging a complaint is available at: Overseas Students Ombudsman: <http://www.oso.gov.au/making-a-complaint/>

The dispute resolution process does not remove the right for a student who is concerned about the conduct of EIC to take further action under Australia's Consumer Protection Laws.

Facilities

EIC provides:

- Modern, air conditioned classrooms with a bright and pleasant atmosphere,
- Comfortable furniture,
- Up to date facilities, including DVD and data projector
- Student lounge with kithchennette

Computers

There are strict guidelines to follow:

- No food or drink permitted at any time around computers.
- Unauthorised software applications or downloads are not permitted.
- Tampering with the computer systems (i.e. changing settings or removing keyboards.) is not permitted. Students are to purchase their own disks and any other materials.
- At the end of class, leave your working area clean and tidy.
- Use of laptop computers is under staff supervision at all times.

EIC provides high speed Internet access and students have access to computers when there is no timetabled class. Students may bring their own laptop computers for use in classes. They should contact the Administration Manager, for a password.

Resource Availability

EIC will provide reference books and related material to assist students in their studies. We are always extending and updating our library from which students may borrow for a short time.

General Information

Contact Details

The Institute will require your current contact details. If you have plans to change any contact details, you must inform EIC in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the Institute.

Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must always wear shoes. Thongs are not permitted.

Mobile Phones

Mobile phones are always to be turned off in classrooms. Mobiles may be used in the common areas and during breaks.

Valuables

Please be incredibly careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.

EIC does not accept responsibility for any lost or stolen item.

Smoking

In Australia, smoking is not permitted in public places, including shopping centres, cinemas, restaurants and airports. EIC also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Water Restrictions

Melbourne is currently experiencing strict water restrictions. Please do not leave the taps running while washing the dishes.

Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at EIC and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

Visa Conditions

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

See more information at the following link:

<https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

Student code of conduct

Student Rights

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive environment at the Institute for all students and staff. The Student Code of Conduct applies to all students of the Institute, across all courses and modes of delivery.

All students have a responsibility to:

- treat other students and Institute staff with respect and fairness
- follow any reasonable direction from a member of Institute staff
- refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Institute or another student's property
- behave responsibly by not being under the influence of drugs and alcohol.
- refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- attend all scheduled classes and institute activities and do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Institute staff.
- not to behave in a way that would offend, embarrass or threaten others.
- comply with all lawful regulations, rules or procedures of the Institute that pertain to them.
- pay all fees, charges and levied by the Institute within the required timeframe.

Student Responsibilities

All students have the right to:

- be treated fairly and with respect by Institute staff and other students.
- learn in an environment free of discrimination and harassment.
- learn in a supportive and stimulating environment to pursue their goals.

- access counselling if desired or required.
- privacy concerning records that contain personal information, subject to statutory requirements.
- information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur.
- lodge a complaint without fear of retaliation or victimization.
- have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Course expectations and requirements

The training and assessment offered by EIC focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

Attendance and Homework requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

Assessment arrangements

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- *Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you will be assessed against.*
- *Be informed of relevant due dates or timing of assessments to be conducted*

Your assessor will go through all the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Additionally, we will not be held responsible for any items that go missing, if this occurs, you will be asked to re-submit the work.

Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- *Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.*
- *Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.*
- *Making changes to the assessment arrangements e.g. more time allowed for assessments.*
- *Making changes to the way evidence for assessment is gathered e.g. written questions asked orally*

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this prospectus for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

EIC has a no tolerance policy for plagiarism, cheating and collusion. Students are always expected to act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarized, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarized, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy, and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- *One to one support from our trainers/assessors including providing you with their phone and email contact details*
- *Classes to assist with study skills.*
- *Study groups where you can work with your fellow students.*
- *Referral to relevant external services.*
- *Specialist support services for students with a disability.*
- *Personal counselling*

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social, and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. EIC does not charge for such referrals to the provider. Contact us for details about welfare services we can offer.

External Support Services

For students requiring additional support with their studies, work, or life, EIC provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

External Counselling/Personal

- Support Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800
- Mental health websites Mindhealthconnect.org.au Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- Beyondblue.org.au Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help. Anxietyonline.org.au
- Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
- Headspace.org.au Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
- Mental health service www.reachout.com : ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.
- Jeanhailes.org.au Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

Maintaining your Enrolment and Course Progress

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider if that period does not exceed six months.

DET means Department of Education and Training

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Study period is defined as one term or 10 to 12 weeks of the course in which the student is enrolled

Course progress Satisfactory Course Progress is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each Course.

Unsatisfactory Course Progress is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

Training Product means AQF qualification, skill set, unit of competency, accredited short course, or module.

PRISMS mean Provider Registration and International Student Management System (PRISMS)

Policy

Completion within expected duration

1. International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
2. EIC monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

Course progress requirements

3. Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.

4. Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
 1. Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
 2. Achieving competency for certain units of competency or a certain number of units of competency
5. Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
6. Students are advised of course progress requirements in each Course Outline and in their course orientation.
7. Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
8. Where requirements are not met, EIC course progress and attendance monitoring procedures will be followed.
9. EIC uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures
10. All records of course progress is kept on file.
11. Students must also ensure that they abide by academic conduct requirements to ensure that they can complete their course in the expected duration.

Intervention Strategy

12. EIC ensures that it identifies, notifies, and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
13. For students at risk of not meeting course progress requirements, or Individual Intervention Form will be developed based on the appropriate intervention strategy identified.
14. An Intervention Form will include an interview with the CEO/authorised staff member may include one or more of the following strategies:
15. Advising students on the suitability of the course in which they are enrolled and possible alternatives.
16. Advising students of opportunities for reassessment; and
17. Advising students of assistance that EIC can provide including and not limited to:
18. receiving English language support.
19. reviewing learning materials with the student and providing information to students and in a context that they can understand.
20. providing extra time to complete tasks.
21. providing access to supplementary or modified materials
22. providing supplementary exercises to assist understanding
23. attending academic skills programs.
24. attending counselling.
25. receiving assistance with personal issues which are influencing progress.
26. receiving mentoring.
27. referral to external organizations where EIC is unable to address the identified learning or academic issues:
28. being placed in a suitable alternative subject within a course or a suitable alternative course; or
29. a combination of the above and a reduction in course load.

Extension to an expected course duration

30. Extensions to the course duration specified on the CoE are only allowed where:
 1. compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
31. serious illness or injury, where a medical certificate states that the student was unable to attend classes.
32. bereavement of close family members such as parents or grandparents.
33. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.

34. a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
35. where EIC is unable to offer a pre-requisite unit.
36. where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
37. Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
38. An approved deferral or suspension of studies has been granted in accordance with EIC's *Deferral, Suspension and Cancellation Policy and Procedures*.
39. When the student is responsible for the student course variation/s by extending his or her expected duration of study, this will be reported to the DHA (Department of Home affairs) via PRISMS.
40. All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
41. Where the duration of the student's enrolment is extended, EIC will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Reporting students

42. Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, EIC will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.
43. Students have the rights to appeal against this decision as per EIC *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
44. EIC will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 1. the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 2. the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
 3. the student has chosen not to access the external complaints and appeals process; or
 4. the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
45. All records will be kept on the student's file including warning letters and the notice of intention to report.

National Code: Standard 8

Procedure	Responsibility
Monitor course progress 1. Assess and monitor students course progress, in relation to the course progress requirements set out in the Training & Assessment Strategy through: <ol style="list-style-type: none"> 1. Reviewing attendance records 2. Reviewing class participation 3. Evaluating student Assessments 2. Keep records of progress on each student's file or in general document such as attendance rolls.	CEO/Trainers
Unsatisfactory course progress – Stage 1 <u>academic progress is below 50% of assessed units for the 1st study period</u> 3. Where a student's course progress is unsatisfactory, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy. 4. Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. 5. Inform students of the implications of amending their CoE, if applicable. 6. Record outcomes of the meeting in the <i>Intervention Form</i> . 7. Ensure <i>Intervention Form</i> is agreed by the student to state that they agree to the intervention strategy filled in the form.	Trainer and Assessor

Procedure	Responsibility
<p>8. Implement intervention strategy as documented in the <i>Intervention Form</i> as soon as possible and within 5 working days of the meeting.</p> <p>9. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa.</p> <p>10. To issue a new CoE to extend the duration of the student's study, the trainer shall immediately meet the CEO and finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.</p> <p>11. Place all documentation on the student's file area under the student management system (student management system Logbook under the course offer for the student) . Do not print and leave the documents physically and this will avoid any missing of the documents while serving any of the students.</p>	
<p>1. Monitor student's progress following first warning</p> <p>1. Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.</p> <p>2. Review and update the <i>Intervention Form</i> as required.</p> <p>3. Discuss revisions with the student.</p> <p>4. Implement any additional or revised interventions immediately.</p> <p>5. Record outcomes of each meeting in the <i>Intervention Form</i>.</p> <p>6. Include the form in the student's file.</p>	CEO/Trainers
<p>1. Unsatisfactory course progress – Stage 2 <u>academic progress is below 50% of assessed units at the end of the 2nd study period</u> Where the student continues to fail to demonstrate satisfactory course progress as evidence through course progress monitoring, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting. At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the <i>Intervention Form</i> as required. Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of intention to Report for Unsatisfactory Course Progress</i>.</p>	CEO/Trainers
<p>4. Inform student of intention to report following continuing unsatisfactory course progress <u>Academic progress is below 50% of assessed units for over (Two) 2 consecutive study periods.</u></p> <p>1. Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS.</p> <p>2. This notice must be sent to the student's registered email address/home address by email/post.</p> <p>3. Inform student in the same letter of their right to access HIC 's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.</p> <p>4. Students who choose to access this process will not be reported if they appeal within 20 working days indicating HIC' intention to notify. Students must continue to attend classes during the appeals process as specified in HIC' <i>Complaints and Appeals Policy and Procedure</i>.</p> <p>5. Place a copy of the Letter and any other relevant documentation will be placed on the student file.</p>	CEO/Trainers
<p>1. Following the Notification of Intention to Report</p> <p>1. If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress and/or attendance requirements with 7 working days.</p>	CEO/Trainers

2. Monitor attendance

National Code: Standard 8

Procedure	Responsibility
<p>1. Monitor and record attendance</p> <p>1. Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to CEO.</p> <p>2. Record attendance results</p> <p>3. Analyse weekly attendance reports.</p>	Trainer/Assessor
<p>4. Unsatisfactory attendance – Stage 1</p> <p>1. Where a student's attendance is drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a <i>First Warning Letter of Unsatisfactory Attendance</i> inviting the student to attend a meeting to develop an intervention strategy.</p>	CEO/Trainers

Procedure	Responsibility
<ol style="list-style-type: none"> 2. Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student. 3. Inform students of the implications of amending their CoE, if applicable. 4. Record outcomes of the meeting in the <i>Intervention Form</i>. 5. Ensure <i>Intervention Form</i> is signed by the student to state that they agree to the intervention strategy. 6. Implement intervention strategy as documented in the <i>Intervention Form</i> as soon as possible and within 5 working days of the meeting. 7. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa. 8. Place a brief summary of this discussion, as well as a copy of this letter on the student's file. 9. Continue to monitor the student's attendance. 	
<ol style="list-style-type: none"> 1. Unsatisfactory attendance – Stage 2 2. Where a student's attendance drops below 85% but is above 80% or has been absent for more than 5 days without approval, send a <i>Second Warning Letter of Unsatisfactory Attendance</i> inviting the student to attend a meeting to develop an intervention strategy. 3. At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss additional intervention required. Amend the <i>Intervention Form</i> as required. 4. Advise the student that if their attendance drops below 80%, they will receive a <i>Final Warning Letter/Notice of intention to report for unsatisfactory course progress</i>. 	CEO/Trainers
<ol style="list-style-type: none"> 5. Send a Final Warning including intention to notify DET via PRISMS 1. If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement, then inform the student in a <i>Final Warning Letter for Unsatisfactory Attendance of HIC</i> 'intention to notify DET via PRISMS. Notify student that they must continue to meet attendance requirements despite issuance of the <i>Notice of Intention to Report for Unsatisfactory Attendance</i>. 2. Do not report students where the student's attendance is above 70% and the student has satisfactory course progress as defined in the Course Progress & Attendance Monitoring Policy or if the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student's studies may be suspended as per' <i>Deferral, Suspension and Cancellation Policy and Procedures</i>. 3. Advise the student of the process for appealing against this decision via 's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions. 4. Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating 's intention to notify. Students may continue to attend classes during the appeals process as specified in ' <i>Complaints and Appeals Policy and Procedures</i>. 5. Place a copy of the Final Warning Letter and any other relevant documentation on the student's file. 	CEO/Trainers
<ol style="list-style-type: none"> 6. Following the Final Warning Letter 1. If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress and/or attendance requirements with 7 working days. 	CEO/Trainers

Course Transfer

- For EIC students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with EIC's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.
- EIC fails to deliver the course as outlined in the student agreement.
-
- there is evidence that the student's reasonable expectations about their current course are not being met.
-
- there is evidence that the student was misled by EIC or an education or migration agent regarding EIC or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Please request for course transfer policy for more information.

Deferral, suspension and cancellation

DEFERRAL AND SUSPENSION OF STUDIES

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where EIC is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, EIC considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact EIC because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, EIC will suspend an enrolment for an agreed period - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider initiated suspension or cancellation

- EIC may suspend or cancel a student's enrolment including, but not limited to, based on:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in *EIC Course Progress Policy and Procedures*.
- Standards of behavior required are outlined in the International Student Handbook.
- Where EIC suspends or cancels a student's enrolment, before imposing a suspension or cancellation EIC will inform the student in writing about the intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

1. Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per EIC Course Transfer Policy and Procedure.
 2. Visa status
- When there is any deferral, suspension or cancellation action taken under this standard, EIC will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.
 3. Complaints and appeals
- Where a student accesses the Complaints and Appeals process, EIC will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
 4. Records
- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made. Refer to our policies from our website for more details: <https://eic.edu.au/policyandforms/>

Change in visa status

Deferment, suspension, or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended, or cancelled, EIC will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by EIC, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, EIC will suspend an enrolment for an agreed period - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

EIC will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

Access to your records

You may access or obtain a copy of the records that EIC holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the CEO using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that EIC holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, EIC will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, EIC must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. EIC has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with EIC emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

RTO is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. EIC will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per EIC Complaints and Appeals procedure and detailed in this Prospectus.

Equal opportunity

The principles and practices adopted by EIC aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with EIC.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

EIC provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we do not have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Privacy Policy

In collecting your personal information EIC will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or

- *The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.*

A full copy of our Privacy Policy is available up on request to EIC.

Edinburgh International College and Metropolitan Brisbane **Google Maps: <https://goo.gl/maps/MgkU9GUyHG78wA5T7>**

Public Transport

Edinburgh International College is located at **9B/3360 Pacific Hwy, Springwood, QLD, 4127** with significant public transport access for surrounding areas. College is located at walking distance to bus interchange, cafes, and retail precinct. College has exposure to the M1.

Springwood is the busy suburb located just 20 km from Brisbane close to transport, retail shopping, entertainment, and other colleges. This location is next to Public transport stops (BUS) Route 555, 550, 554, 545 and Beenleigh line station Woodridge station, Logan Central 5.1

kilometre from the location. Any further information regarding bus routes can be obtained from the relevant bus companies: Clarks Logan City Bus Service, Logan Coaches, Surfside Bustlines, Yatala Bus & Coach.

Train services on the Beenleigh line operate at all stops between Brisbane and Beenleigh, half hourly throughout the day. Visit TransLink to plan your journey: [TransLink Journey Planner Link](#)

Retail

The Institute is very closely located to the heart of the city of Logan and Brisbane and its magnificent retail, cultural, dining and business districts.

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Workplace Health and safety	https://www.worksafe.qld.gov.au/
Equal opportunity	https://www.business.qld.gov.au/running-business/employing/employee-rights/anti-discrimination-eeo
Standards for RTO's 2015 & CRICOS registration	Australian Skills Quality Authority
Educational services for overseas students	Australian Education International
Department of Immigration and Border Protection	Department of Immigration and Border Protection
ESOS Framework	https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met. Use the web sites indicated or contact CEO if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code 2018.

Student Visa

People from overseas who want to study in Australia are required to have a student visa. Students must be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week.
- Students must meet the minimum requirement of maintaining the course progress throughout the program
- Students must provide current and accurate contact details to the College. If contact details change, students are required to advise the College within 7 days.
- Students who obtain work rights on their visa can work up to 40 hours per fortnight while their course is in session.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

Detailed information about visa conditions can be accessed through visit <http://www.border.gov.au/>

What is the ESOS Framework?

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

Legislation

The ESOS Act and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The ESOS Framework protects your rights including:

- Yours right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Yours right to sign a written agreement with your provider before, or as you pay the fees, setting out the services to be provided, fees payable and information about refunds of course fees.

Being an overseas student on a student visa, you have the responsibility to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress

Provider Registration

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enroll overseas students to study in Australia on a student visa. Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course, that can be found on CRICOS. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Tuition Protection Service

The Tuition Protection Service (TPS) was established by 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.

Visit the [TPS website: https://tps.gov.au](https://tps.gov.au) for more information.

Standards

The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code requirements are in addition to the standards for specific sectors.

Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code 2018
- The Overseas Students Ombudsman
- The Tuition Protection Service

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.Department of Education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement and fee receipt.



The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students?
- if you can apply for course credit
- when your enrolment can be deferred, suspended, or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- maintain satisfactory course progress, follow your provider's academic/course progress policy, and
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the [Student Visa Conditions](#) link for details.
- Upon arriving in Australia, you are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address within 7 days. Students must confirm and update their contact details (address, mobile phone number and email address if any) at least every 6 months. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The College may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa.

Contact details

For policies and procedures that affect you

- Speak with Edinburgh International College

Department of Education and Training

For your ESOS rights and responsibilities

- <https://internationaleducation.gov.au/Pages/default.aspx>

Further information on the ESOS Framework is provided in the following link:

- <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Visa enquiries:

Phone: 131 881 (within Australia)

Online: Department of Immigration and Border Protection <http://www.immi.gov.au/Pages/Welcome.aspx>

PRISMS Help Desk: Phone: 02 6102240 7647

Email: prisms@education.gov.au

ARC Hotline: Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

Department of Immigration and Border Protection

For visa matters:

- www.immi.gov.au
- Phone 131 881 in Australia
- Contact the Australian Immigration Department office in your country

Fire, ambulance and police emergency	Phone 000 Police link 131 444
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Springwood Police Station	3440 Pacific Hwy Springwood, QLD, 4127. Ph: (07) 3809 5222
Doctor	Dr. Peter O'Connor, 3370 Pacific Hwy, Springwood, QLD 4127. Ph: (07) 3209 5900 Mindset Synergy, 1/3442 Pacific Hwy, Springwood, QLD, 4127. Ph: (07) 3299 1009
Dentist	Springwood Dental Centre, 6 Cinderella Dr, Springwood, 4127. Ph: (07) 3208 4888 Enamel Dental Studio, 3/71 Springwood Rd, Springwood, QLD, Ph: (07) 3807 3600
Community health centre	Blue Care Springwood Community Care. 129 Dennis Rd, Springwood, QLD, 4127. Ph: (07) 3827 9811
Counsellors	Holistic Options, 3374 Pacific Hwy, Springwood, QLD, 4127 Ph: 0402 281 892 Transitional Support, 2/6 Vanessa Blvd, Springwood, QLD, 4127. Ph: 1800 744 568
Psychologist	Brilliant Minds Psychology, Dennis Road, Springwood, QLD. Ph: (07) 3133 0610 Amanda Frame, 3444 Pacific Hwy, Springwood, QLD. Line of Symmetry, 21A Level 2 Plaza Chambers, 1 Dennis Rd, Springwood, QLD. Ph: (07) 3290 3183
Legal assistance	IP Gateway Patent and Trade Mark Attorneys, 9A/3360 Pacific Hwy, Springwood, QLD, 4127. Ph: (07) 3808 3566 QLD Law Group, Unit 1/10 Cinderella Dr, Springwood, QLD, 4127. Ph: (07) 3208 8000 Family Lawyers & Mediation Services, 10 Old Chatswood Rd, Springwood QLD, 4127. Ph: (07) 3804 3244
External appeals body (see complaints and appeals information)	Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072
Pharmacies	Springwood Day & Night Pharmacy, (PAXTON ST SIDE) Australia, 1a/2 Murramong Rd, Springwood QLD 4127. Phone: (07) 3208 7591 Slacks Creek Discount Drug Store, 268 Kingston Rd, Slacks Creek QLD 4127. Phone: (07) 3208 2229
Physiotherapist	Springwood Physiotherapy & Sports Injuries Centre, 3374 Pacific Hwy, Springwood QLD 4127. Phone: (07) 3808 4939
Religious institutions	Anglican Old St Mark's Anglican Church, 41 Winnetts Rd, Daisy Hill QLD 4127. Phone: (07) 3290 3718 Catholic St Edward's Catholic Parish, 104 Chatswood Rd, Daisy Hill QLD 4127. Phone: (07) 3299 2000 Islamic Kuraby Islamic Mosque, 1408 Beenleigh Rd, Kuraby QLD 4112. Phone: 1300 133 956 Hindu BAPS Shri Swaminarayan Mandir, 45 Clare Road, Kingston QLD 4114. Ph: (07) 3299 2929 Buddhists Chung Tian Temple, 1034 Underwood Rd, Priestdale QLD 4127. Phone: (07) 3841 3511
Study in Australia	Study in Australia
Youth Central	http://www.brisyouth.org/
Study Brisbane	http://www.choosebrisbane.com.au/

Student with dependents

Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:

<https://www.studyqueensland.qld.gov.au>

<https://www.csyw.qld.gov.au/child-family>

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

General Information

Upon Arrival in Australia – important things to remember to do

- Call home
- Settle into your accommodation
- Contact Edinburgh International College
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation
- Request for a student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).

Change of Address information from students

Upon arriving in Australia, you are required to advise Edinburgh International College of your residential address and telephone number and of any subsequent changes to your residential address.

This is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000, Edinburgh International College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

It is your responsibility to ensure that you always update your address details at Edinburgh International College within 7 days of any change to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Border Protection (DIBP) website:

www.immi.gov.au

Use of Personal Information

Personal information is collected solely for the purpose of operating as an CRICOS provider under the Australian Quality Training Framework. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the TPS Director, pursuant to obligations under the ESOS Act 2000 and the National Code 2018. Edinburgh International College is required, under s19 of the ESOS Act 2000, to inform the DIBP about any changes to student's enrolment and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

Living in Australia

Australia

Australia is the world's [sixth-largest country by total area](#) and has a population of approximately 24 million people, with most people staying in the 5 major cities of Melbourne, Sydney, Adelaide, Perth and Brisbane.

The country is split into states and territories being: Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.



Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Queensland

Queensland is the second largest and third-most populous state in the Commonwealth of Australia. Situated in the north-east of the country, it is bordered by the Northern Territory, South Australia and New South Wales to the west, south-west and south respectively. To the east, Queensland is bordered by the Coral Sea and Pacific Ocean. To its north is the Torres Strait, with Papua New Guinea located less than 200 km across it from the mainland. The state is the world's sixth-largest sub-national entity, with an area of 1,852,642 square kilometres.

As of 15 May 2018, Queensland has a population of 5,000,000, concentrated along the coast and particularly in the state's South East. The capital and largest city in the state is Brisbane, Australia's third-largest city. Often referred to as the "Sunshine State", Queensland is home to 10 of Australia's 30 largest cities and is the nation's third-largest economy. Tourism in the state, fuelled largely by its warm tropical climate, is a major industry.

Logan City

Logan City is a local government area situated within the south of the Brisbane metropolitan area in South East Queensland, Australia. Situated between the City of Brisbane to the north and the City of Gold Coast to the south, the City also borders the Scenic Rim Region, the City of Ipswich, and Redland City. Logan City is divided into 68 suburbs and 12 divisions.

There are extensive industrial and commercial areas, mostly in the north and east of Woodridge, and west of Springwood and Daisy Hill, clustered in the triangle formed by Logan Road/Pacific Highway and Kingston Road, and extending west along Compton Road. The Crestmead industrial estate is designed for light to medium industry in the manufacturing sector.

Logan has 924 parks and reserves all with combinations of facilities. Also, Logan offers plenty of active choices such as local swimming pools, sporting clubs, cycling tracks, walking tracks, little athletics, tinnie trails, golf, basketball/volleyball parks, skate parks, BMX tracks, walking groups and go karting.

Logan City has recently been under development for new bistro areas across the region. Cinemas, shopping complexes and parks are prevalent. The city also has a free public art gallery.

Springwood

Springwood is a suburb of Logan City, Queensland, Australia. Springwood is a significant activity centre in the region, with a major bus station, two hotels, a 24-hour McDonald's, two state primary schools, a state high school, a campus of Calvary Christian College, a public

library, three shopping malls, ambulance, fire and police stations and many places of worship (including Church of Christ, Uniting and Seventh-day Adventist churches).

Most commercial activity in Springwood is centred on the "town centre" in the north-west of the suburb along the Pacific Motorway. An increasing amount of commercial development is also occurring in the south-eastern parts of Springwood, an area unofficially known as Chatswood Hills. The remainder of the suburb is primarily middle-class residential areas. Springwood was laid out as a development when the South East Freeway to Brisbane was planned, at one end of the proposed Freeway. This was expected to be finished in 1972 but was not finished until 1985. The development was named after the pineapple plantation of Brigadier Sam Langford, slightly north of town.

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and course costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Brisbane enjoys a humid subtropical climate with hot, wet summers and dry, moderately warm winters. Brisbane experiences an annual mean minimum of 16.6 °C (62 °F) and mean maximum of 26.6 °C (80 °F), making it Australia's second-hottest capital city after Darwin. Seasonality is not pronounced, and average maximum temperatures of above 26 °C (79 °F) persist from October through to April.

From November to March, thunderstorms are common over Brisbane, with the more severe events accompanied by large damaging hail stones, torrential rain and destructive winds. On an annual basis, Brisbane averages 124 clear days. Dewpoints in the summer average at around 20 °C (68 °F); the apparent temperature exceeds 30 °C (86 °F) on almost all summer days

Festivals

- Logan loves Seniors event
- Brisbane International Film Festival
- Buddha Birthday
- Warana Festival

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia 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 campuses and our communities. We take 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, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

Brisbane provides a reliable network of travel and transport links, as well as paths and walkways that make up one of Australia's most compact and foot-friendly city centres. You can also take advantage of the city's wide range of public transport options to help you explore the city.

TransLink, Brisbane's integrated ticketing system, provides students with the flexibility to travel on train, bus and ferry services using just the one card. Go Cards can be bought at Queensland Rail stations and selected ticketing agents and provide fares cheaper than buying paper tickets at transit stations. The green student Go Card offers full-time students even further travel discounts.

Springwood is the busy suburb located just 20 km from Brisbane close to transport, retail shopping, entertainment and other colleges. This location is next to Public transport stops (BUS) Route 555, 550, 554, 545 and Beenleigh line station Woodridge station, Logan Central 5.1 kilometre from the location. Any further information regarding bus routes can be obtained from the relevant bus companies: Clarks Logan City Bus Service, Logan Coaches, Surfside Bustlines, Yatala Bus & Coach.

Train services on the Beenleigh line operate at all stops between Brisbane and Beenleigh, half hourly throughout the day.

Visit TransLink to plan your journey: [Translink Journey Planner Link](#)

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Cost of living and money matters

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the College study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the College for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of Immigration and Border Protection website <http://www.immi.gov.au/students/> and http://www.immi.gov.au/students/_pdf/permission-to-work-students.pdf

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: www.ato.gov.au.

At the end of each financial year, international students need to apply for their tax return through an accountant.

Money and banks

Australian currency is the only legal tender in Australia. When you 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 traveller's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash traveller's cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 locals and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. 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 [Study in Australia](#)

International students can access free banking from most of the main banks. It's easy and straight forward to open an account by popping into a branch with your passport and student card. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

<http://www.westpac.com.au/> <http://www.anz.com.au/personal/> <http://www.nab.com.au/>
<http://www.commbank.com.au/>

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

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 cents, 10 cents, 20 cents and 50 cents and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be considered.

The average international student in Australia spends about \$380 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$290 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

Accommodation and Living Cost

The estimated living costs for an international student are approximately between A\$ 17000 to 22000 per year. This covers food, accommodation, travel, entertainment and clothing.

Sample Monthly budget

Food: A\$200 to A\$350

Accommodation Fee: A\$350 – A\$600 (For a room in a shared house or apartment)

Public Transportation: A\$200 approximately per month (bus / trains)

Accommodation Options for students:

- Homestay services provide an opportunity to stay with an Australian family, couple or single individuals who are registered with the Australian Homestay Network (AHN) and experience the Australian culture and lifestyle. www.homestaynetwork.org
- Hostel Accommodation: This is a popular option for international students, especially in the first months of their arrival. www.staytbase.com , www.chillbackpackers.com , www.bunkbristbane.com.au
- A small, furnished room is provided with access to a shared bathroom, laundry and lounge.



- It is recommended that students considering Hostel accommodation options look at 2 or 3 properties prior to deciding. Many hostels are privately run and as such, come under the Rooming House Act. Please note, if a student signs a lease, they are covered by the Residential Tenancies Act.
- Apartment / Flat rentals vary greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For the purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason, international students are advised to secure short-term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and look at areas, they would like to live in.

While Edinburgh International College does not offer accommodation services or take any responsibility for accommodation arrangements, Edinburgh International College can give students information regarding external accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Some local options include:

Particulars	Name & Location	Contact Phone
Homestay	AHN Homestay	www.homestaynetwork.org
Rental Accommodation	Realestate	www.realestate.com.au www.realestateview.com.au
Hotel	UniLodge Brisbane	www.unilodge.com.au
Hostel	Yellow Submarine Backpackers, 66 Quay Street Brisbane	(07) 3172 1034

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre. Students can expect to pay approximately \$150 - \$350 per week for a room in a share house close to the city centre.

The College does not offer accommodation services; however, the College is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia.

The following types of accommodation are available for International students: -

1. Full Board (Home stay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

You can also access information on share accommodation at the following links:

Student Housing Australia - <http://sha.com.au/>

Share Accommodation - <http://au.easyroommate.com/?qclid=CLnI9-SDuMMCFZcmvQodAmEAmw>

Study in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>

www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

Health care

Australia has a particularly good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals, and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services, available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

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

Medical Issues

From time to time people may get sick and require accessing medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students may arrange this for themselves with any of a number of health insurance providers.

Overseas Student Health Cover (OSHC)¹

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Links to their websites are:

www.oshcworldcare.com.au

www.bupa.com.au

www.ahm.com.au

www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the College.

We can arrange this for you prior to arrival with our provider OSHC world care. For further details or if you wish to arrange your own OSHC contact OSHC world care direct at www.oshcworldcare.com.au

Cost of Living

The Australian government recommend that the cost of living in Queensland for an international student will be \$20000 per year. If a student wishes to bring a partner the Department of Immigration and Border protection indicate that an additional \$7100 per year of study will be required for a partner. Married students with children will require approximately \$3040 per child. This may vary significantly from person to person depending on their individuals taste and requirements.

Food

Due the diverse nature of Queensland's population international students has a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Meals in cheaper restaurants cost approximately AUD\$10.00. However, this may vary depending on the season, suburb, and quality of the eatery.

Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD\$6.00 - AUD\$12.00. Indicative costs of groceries are: milk 1 litre \$2.10, bread 1 loaf \$3.50, apples 1 kg \$4.00, potatoes 1 kg \$2.00, eggs 1 dozen \$3.00, cereal 1kg \$3.00, fruit juice 2 litres \$4.00, rice 1 kg \$2.00, fish and meat vary enormously depending on type/ quality.

Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50

T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$18.00

WHS (OHS) Act in Queensland

The Act in Queensland is the work and safety Act 2011.

The Act provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

All workers are protected by the WHS Act, including:

- employees
- contractors
- subcontractors
- outworkers
- apprentices and trainees
- work experience students
- volunteers
- employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Health and Safety and Hazard Identification Policy

All staff and student's health safety and comfort will be maintained in accordance with relevant legislation.

All operations of the college will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

According to the work and safety Act potential hazards are eliminated, isolated and minimised

Any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

Procedures for Implementation of Hazard Identification

Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register.

Recommended actions are identified in accordance with appropriate authorities where necessary.

Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

Responsibility

Trainers are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the CEO on a day-to-day basis.

The CEO is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

Evaluation

Policies and procedures for student guidance and support will be evaluated by the Audit Team as and when deemed necessary throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

Health and Safety Procedures:

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point The assembly point is on the footpath outside adjacent buildings in Pacific Hwy

First Aid Kits First Aid kits are kept in each building occupied by the College.

First Aid Procedures

If students are ill and need to leave class they will tell the trainer who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the CEO

Safety Rules:

All persons on college premises must observe the following safety rules:

Do not run around the college, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Fire and Explosion
Sound alarm.
Initiate site emergency evacuation procedure.
Call fire service dial 000

Serious Injury

Call for assistance.
Call ambulance dial 000
If machinery is involved, stop machinery.
Give appropriate first aid and comfort the person.
Do not put others or self in unnecessary danger.
Report situation to the CEO

Bomb Threat

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.
Call police dial 000
Act according to advice of police.
If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.
Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
Watch for falling debris and other overhead objects.
Do not attempt to run outside.
Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.
After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded.
The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.
Follow "serious injury" procedure referred to above.
Notify management

Robbery

Co-operate with the robber.
Remain calm.
Take no personal risks.
Observe (person's features, height, build, clothing etc).
Call the police dial 000
Notify management.

Gas Leak

Notify management, who will then notify gas engineers.
If necessarily follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team as part of the annual quality audit.

Staff / Student relationship

All staff must maintain the professional nature of the student/trainer relationship. The practicalities of training activities dictate that staff and students will be placed in an environment where a trusting relationship may be developed. The trainer must always conduct him or herself in a manner that maintains this relationship at the professional level.
The trainer is in a leadership role and must be able to exercise that responsibility without fear or favor whether it be in making an assessment decision or in the extreme case of an injury befalling a student.

Evaluation

Evaluation of the policy and the support available will be by student feedback on their experience of the support they have received. This will be collated and reviewed by the Management Team in conjunction with a member of the Advisory Group as part of the annual quality audit

Important Websites

1. Department of Immigration and Border Protection <http://www.immi.gov.au>
2. Department of Education www.education.gov.au
3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. The Australian Commonwealth Register of Institutions and Courses for Overseas Students <http://www.cricos.dest.gov.au>
6. National Code 2018 <http://www.aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2018/Default.htm>
7. IELTS <http://www.ielts.org.au>
8. Department of Immigration and Border Protection <http://www.immi.gov.au>
9. Department of Education www.education.gov.au
10. www.training.gov.au
11. <http://australia.gov.au/about-australia>
12. <http://www.abs.gov.au>

Adjusting to life in Australia

Culture Shock

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture shock". The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

What is Culture Shock?

It is a feeling of nervousness, fear, unhappiness, or any unpleasantness that comes to us when we live in a culture quite different from our own. It happens to everyone but in different ways. For most people, it is mild and does not last long. For some, it is stronger and makes them want to go straight home and miss the great opportunity to learn lots of new things about the world and develop as an individual.

Try to make friends in Australia and do as many 'new' activities as you can. Be positive about your new activities. Joining a local sports club or church group can help introduce you to people.

Trainers at EIC can help you deal with any problems you may experience. Drop in for a chat or make an appointment to speak to your Trainer or the Student Advocacy and welfare Officer / Counsellor (with Crystal Counselling Service) if you do get sad or lonely.

Aussie language!

It may take a week or two to get used to the Australian pronunciation. Even those of you who have studied English for some years may think that Australian English is a completely new language. We tend to speak very quickly and run our words together. Many Australians also use a lot of 'slang'. If you are not sure what something means don't be afraid to ask. You will learn some interesting expressions! "Carn, give it a shot!" (Come on, have a go!)

Some common examples of Australian slang:

Aveagoodweegend	Have a good weekend	G'day	good day/Hello
Good on ya	well done	Arvo	afternoon
Aussie	Australian	Barbie	barbecue/BBQ
Hang on	wait a moment	I dunno	I don't know
Beaut	fantastic	Bikkie	biscuit/cookie
Bloke	guy/man	Brekkie	breakfast
Bring a plate	bring a plate of food	Brunch	breakfast & lunch, around 11:00am
BYO	bring your own (drink)	Cracked it	to get very upset
Dodgy	awkward, suspicious	Doona	bed quilt usually filled with feathers
Jumper	Pullover/Sweater	Lollies	sweets, candy
Mate	friend	Na/Nuh/Nope	no
No worries	no problem	See ya	good bye
Yeah/Yep	yes	Ya reckon?	Do you think so?
Footy	Australian Rules Football		

Melbourne Campus (For future students): Note: we do not accept any enrolments for International students for our Melbourne campus until we are approved by the regulatory body www.asqa.gov.au)

Melbourne

Melbourne is the capital of Victoria and has a population of about 4 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

Places to visit in Melbourne

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

Melbourne Zoo

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne Aquarium

Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

Melbourne Museum

Enjoy impressive and informative, world class exhibitions.

Southgate Arts and Leisure Precinct

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City Circle Tram

See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

Further from Melbourne but still within a day's reach are:

Healesville Sanctuary: A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

The Great Ocean Road: A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

Sovereign Hill, Ballarat: Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

Phillip Island: This beautiful island is well known for being the location of Australia's fairy penguins.

If you would like more information about places to visit, Melbourne's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites:

- <http://www.visitvictoria.com>
- <http://www.visitmelbourne.com>

Things to do in Melbourne

Festivals

International Comedy festival

International Festival of the Arts

Chinese New Year Parade

Moomba Festival

International Sporting Events

Spring Racing Carnival & Melbourne Cup

Australian Open (Grand Slam Tennis)

Grand Prix Racing

World Series Test Cricket

Bells Beach Surf Classic

Climate

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.

Autumn: (Mar, Apr & May) Most days are pleasantly mild.

Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C

Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-20°C

Public Holidays

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

New Year's Day	1st January	Easter Monday	Different every year
Australia Day	26th January	Queen's Birthday	2nd Monday in June
Labour Day	2nd Monday in March	Melbourne Cup Day	1st Tuesday in November
Anzac Day	25 April	Christmas Day	25th December
Good Friday	Different every year	Boxing Day	26 December

Health and Welfare

Melbourne has a reputation as a safe city to live in. In 2000, it was recognised by the World Health Organisation as a Safe Community, one of only three capital cities worldwide to achieve such an honour.

We have provided some basic information about health and safety in Melbourne. For more information, speak to one of your advisors or see the City of Melbourne website.

Student Health

All International students must have health insurance before being issued with a visa. This cost is payable with your fees.

Counselling

Staff members at EIC are available to help you out with academic or personal problems. Professional counselling can be arranged if required through Crystal Counselling Service (<http://english.crystalcounselling.com.au/>)

Employment in Australia whilst studying

Visa regulations allow international students to work up to 20 hours per week however, students must ensure that work does not interfere with their study.

Vaccinations

You don't need special vaccinations before coming to Melbourne, unless you have recently been in a yellow fever area such as South America or South Africa within the last six days.

Drinking Water

You can safely drink Melbourne tap water – it is one of the purest supplies in the world.

Skin Cancer

Australia has the world's highest death rate due to skin cancer, caused by exposure to the country's intense sunlight. Limit your exposure to the sun and protect your skin with broad-spectrum skin creams (SPF 30+). Most sunscreens also contain a moisturiser to protect your skin from dry weather.

Prescriptions

Australian pharmacies or chemists can only fill prescriptions prescribed by Australian doctors, so ensure you carry enough of your current medication for your trip, or visit a doctor in Melbourne to write you a new prescription. You will generally find a 24 hour medical clinic and chemist in or near to your suburb.

Feeling Unsafe

If at any stage you feel unsafe or in any danger it is best to speak to someone at EIC or go directly to the police. Their number in a case of an emergency is 000.

Embassies / Consulates in Melbourne

During your stay you may require support services from your national representatives in Australia. Find your country's Embassy, Consulate or Diplomatic Mission in Melbourne. The following is a list of major consulates in Australia. Where possible, the country's Victorian consulate is on the list but where there is not a Victorian consulate, the national consulate is shown.

COUNTRY	ADDRESS	PHONE	FAX	WEB
China	75-77 Irving Road, Toorak, VIC 3142	(03)9822 0604	(03) 9822 9566	http://au.china-embassy.org/chn/
Egypt	Level 6, 50 Market St, Melbourne VIC 3000	(03) 9614 1888	(03) 9650 8362	http://www.egyptianconsulate.org.au/
India	344 St. Kilda Road, Melbourne, VIC 3004	(03) 9682 5800	(03) 9384 1609	www.cgimelb.org/
Indonesia	72 Queens Rd, Melbourne, Vic 3004	(03) 9525 2755	(03) 9525 1588	http://www.kjri-melbourne.org/
Japan	25/570 Bourke St, Melbourne VIC 3000	(03) 9679 4510	(03) 9639 3820	http://www.melbourne.au.emb-japan.go.jp/
Korea	636 St Kilda Rd. Melbourne, VIC 3004	(03) 9533 800	(03) 9533 3801	http://www.korea.org.au

Malaysia	Level 1, 432 St.Kilda Rd, Melbourne VIC 3004	(03) 9573 5400	(02) 9363 1257	http://www.malaysia.org.au/main.htm
Pakistan	4 Perth Ave, Yarralumla, ACT 2600	(02) 6273 1114	(02) 9299 7319	http://www.pakistan.org.au/
Philippines	Suite 11a, 5/11 Queens Rd, Melbourne, VIC 3004	03) 9869 7182	(03) 9863 7884	http://www.philembassy.org.au
Sri Lanka	536,542 & 544/1 Queens Rd, Melbourne VIC 3004	(03) 9290 4200	(02) 9223 8750	http://www.slcsyd.com/
Thailand	Suite 301, 566 St. Kilda Rd.Melbourne, VIC 3004	(03) 9533 9100	(02) 9247 8312	http://www.thaiconsulatemelbourne.com/
Vietnam	6 Timbarra Crescent, O'Malley, ACT, 2606 Australia	((02) 6286 6059	(02) 9328 1653	http://vietnamembassy.org.au
Nepal	Level 7,28-32 Elizabeth St.,Melbourne, VIC 3000	(03) 9650 8338		http://www.nepalconsulate.net.au

If you cannot find your country's consulate on this list, ask the Receptionist at EIC.

Melbourne's Transport System

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses and trams from the City centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. The free City Circle Trams circle the perimeter of the City centre and central business district every day except for Christmas Day and Good Friday. The transport system does not operate from Melbourne to the Airport. See the table below for the price of an adult ticket.

Melbourne's new ticketing system is called **Myki**. Myki is operating on metropolitan trains and buses. Myki money or myki pass are valid for travel on all metropolitan. The Myki is used if you are travelling in Zones 1+2 and/or 2.

Before getting on public transport, ensure your ticket is validated with today's travel date. If unsure, ask someone and follow the example of a responsible commuter.

REMEMBER: BUY, VALIDATE, TRAVEL and there will be no problems. Heavy penalties are imposed if you are found travelling without a valid ticket. Always ensure you buy your ticket before you get on the train. It is not an excuse to say to ticket inspectors that the station was closed and you were unable to buy one or that the ticket vending machine was not operating.

International students are NOT entitled to student concessions on public transport. Full fares apply. Fines are heavy if you are caught travelling on the Melbourne transport system on concession.

For further information on the Melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit <http://www.ptv.vic.gov.au>

Getting Around

There are a variety of transport options to help you get around.

Driving

Cars are the most common form of transport. In Australia, cars drive on the left-hand side of the road and seatbelts must be worn by everyone in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country.

Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Traffic in Melbourne is not as heavy as in your major cities back home. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable. Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

Buying a car

You can browse the classified ads in The Age or The Trading Post, to get an idea of car prices. If you choose to buy a car, ensure that it is sold with a current Roadworthy Certificate (RWC). You may also consider getting it checked out with a qualified mechanic.

Cycling

Keep fit, have fun, and cut your transport costs. Melbourne is great for cycling. Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device on the bike (eg. a bell), and having reflectors and lights if you are riding at night or when visibility is low. For details, see the VicRoads website. <http://www.vicroads.vic.gov.au/Home/BicyclesPedestrians/>

Bicycle Victoria (<http://www.bv.com.au>) is also a great source of information about cycling in Victoria.

Taxis

Public transport stops at midnight. So if you're out late, you may need to get a taxi.



Melbourne's taxis are all yellow and are widely available across Melbourne. They often wait in taxi ranks that are clearly signposted at central locations like major hotels in the CBD, or busy spots such as Flinders Street Station. You can also hail a taxi in the street – if the rooftop light is illuminated, it means the taxi is available for hire – or book a taxi by telephone.

The major companies operating in Melbourne and Victoria are:

13CABS	(ph 13 2227)	Arrow	(ph 13 2211)
Embassy Taxis	(ph 13 1755)	Silver Top Taxis	(ph 13 1008)

Banking

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac.

It is important to open a bank account as soon as possible. You will need your passport as proof of identification. (Take along either your Student ID card or Letter of Offer)

Banking hours are generally 9.00am to 4:00pm Monday to Thursday and 5:00pm on Friday. Some banks are even open on Saturday mornings with telephone banking and internet banking available 24 hours a day, 7 days a week. Your bank will let you know what services they provide and how to use your ATM card and PIN around Melbourne.

You may need to provide a Tax File Number (TFN) to avoid paying too much tax on the money in your account, and especially if you intend to work part-time after you start classes. You can apply for a TFN during Orientation on campus, or in person at a branch of the Australian Tax Office

Currency

Australia uses the decimal system of currency (100 cents = \$1.00.) Notes are in denominations of \$5, \$10, \$20, \$50 and \$100. Coins come in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2.

Receiving Money from Overseas

Telegraphic Transfer (TT): Money sent by TT can take around 3 working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may be charged a currency conversion fee.

Bank Draft or Bank Cheque: When you deposit an overseas bank draft into your account, it can take up to 30 days to clear. You may be charged a currency conversion fee.

Other ways to transfer money: There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

Shopping

Melbourne has long been recognised as Australia's shopping and fashion capital.

Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However, larger shopping centres are also open from 9.30 am to 5.00 pm on Saturdays and Sundays. Most large supermarkets open 24 hours a day, seven days a week.

The city is a great place to find bargains, with many trendy laneways and tree-lined streets filled with specialty shops and boutiques. All fashion tastes are catered for by major department stores, David Jones and Myer, both in the Bourke Street Mall and in suburban centres. Other popular shopping destinations include Chapel St, Chadstone, Knox, Westfield Doncaster and Northland.

It is not customary to bargain in Australia except in some markets and second-hand shops.

Food

Melbourne has a diverse selection of restaurants, offering a wide variety of international cuisines to suit every palate and budget!

In the heart of the city, you can explore Chinatown, which offers the finest of Asian cuisine and culture. Just around the corner on Lonsdale Street you can sample exquisite food in the Greek Precinct. Italian food is well represented in bustling Lygon Street. Other popular cuisines include Vietnamese (Victoria Street, Richmond), Japanese, Thai and Middle Eastern (Sydney Road, Brunswick).

The city is also a great place for buying fresh food.

Queen Victoria Market is the largest open air market in the southern hemisphere. Other popular areas for buying fresh food include Preston Market and Box Hill Centre.

Communication

Telephones – Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03

Australia has many mobile phone and home phone service providers. They usually offer a range of phone plans with different fees depending on the kind of phone calls you make. Shop around to get the best deal.

Mobile Phones

Mobile phone service providers offer pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Shop around for a deal which suits the way you use your phone. If you want to bring your mobile phone from overseas to Australia, check if it is compatible with Australian networks first.

Home Phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (\$30-\$40). Local calls from residential telephones cost around 15–30 cents per call. Calls to mobile phones vary. For international calls you will normally pay a connection fee and a rate per minute. It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You can buy phone cards at convenience stores, some supermarkets and cafés, and online.

Payphones

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

Telephone Directories

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. "Yellow Pages" is used if you are looking for a business by category and "White Pages" if you know the name of the business or if you are looking for a residential phone number or address.

Directory Assistance

These numbers are for directory assistance from your home phone or from a payphone.

Local and National: **1223** International: **1225**

Email and Internet

The best and cheapest way to keep in touch with family and friends from your own country is via email. There are free and easy to use email services available e.g. hotmail and Gmail. Internet cafés are easy to find. The cost is around \$5 per hour.

Postal Services

Australia Post manages postal services in Australia. Examples of postage prices: Small letter within Australia: \$0.50 Airmail letter up to 50g Asia/Pacific Zone: \$1.25 Rest of World Zone: \$1.85

Translating and Interpreting Service (TIS)

Phone: 131 450 TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.

Religion & places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

EIC counsellors / external counsellors arranged, can help all international students, regardless of religious affiliation to find people of their own language group, locate a church with similar cultural background or provide general assistance in coping with Australia. Also, the Melways street directory provides a listing of places of worship in Melbourne.

The following is a short list of web sites of major religions in Australia which may be useful as a reference:

Christian:	Anglican	http://melbourne.anglican.com.au
	Catholic	http://melbournecatholic.org.au/
	Presbyterian	http://www.pcvic.org.au
Buddhist		http://www.buddhanet.net
Hindu		http://hinducouncil.com.au
Islamic		http://www.islam-australia.com.au
Sikh		http://gurudwara.net

Code of Practice

This Code of Practice requires EIC to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

EIC will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.

- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality. Provide for staff and students to be able to access their own records.

Course delivery

EIC will:

- Provide an orientation program containing information about the course curriculum, program of study and availability of learning resources, prior to course commencement.
- Ensure that a current copy of the course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Staff

Training and assessment are delivered by trainers and assessors who:

- Have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
- Have the relevant vocational competencies at least to the level being delivered or assessed; and
- Can demonstrate current industry skills directly relevant to the training/assessment being undertaken;
- TAE40110 + TAEASS502+TAELLN411
Or TAE40116

Training environment

EIC will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Further information on relevant legislation can be found at the following websites.

OH&S <http://www.worksafe.vic.gov.au>

EO <http://www.humanrightscommission.vic.gov.au/>

VET <http://www.skills.vic.gov.au/>

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

DIBP <http://www.border.gov.au>

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

ASQA <http://www.asqa.gov.au>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Training Manager if you require further information.

Emergency Services

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations.

Calls to Triple Zero (000) are free and can be made from mobile, home and work telephones, and payphones.

Contact list of Police Stations in Melbourne CBD

Name	Address	Contact No
Australian Federal Police	383 La Trobe St, Melbourne, VIC, 3000	(03) 9607 7777
Victoria Police Centre	637 Flinders Street Melbourne 3005	(03) 9247 6666

Melbourne East Police Station	226 Flinders Lane, Melbourne, VIC 3004.	(03) 9637 1100
Victoria Police	456 Lonsdale St, Melbourne, VIC, 3000	(03) 8628 3280

Contact list of Hospitals in Melbourne CBD

Name	Address	Contact No
The Alfred Hospital	Commercial Rd Prahran VIC 3181	(03) 9276 2000
Freemasons Hospital	117 Albert St, Melbourne, VIC, 3000	(03) 9483 3500
Royal Women's Hospital	132 Grattan St, Carlton, VIC, 3053	(03) 9344 2000
St Vincent's Hospital	41 Victoria Parade, Fitzroy, VIC 3065	(03) 9288 2211
The Royal Victorian Eye & Ear Hospital	32 Gisborne St, East Melbourne, VIC, 3002	(03) 9929 8666
Epworth Hospital	89 Bridge Rd, Richmond, VIC, 3121	(03) 9426 6666
Royal Children's Hospital	Flemington Road, Parkville Vic. 3052	(03) 9345 5522

Contact list of Chemists in Melbourne CBD

Name	Address	Contact No
Collins St Pharmacy	470 Collins St, Melbourne, VIC, 3000	(03) 9629 1147
Elizabeth Pharmacy	125 Elizabeth St, Melbourne, VIC, 3000	(03) 9670 3815
Flinders Lane Pharmacy	253 Degraives St, Melbourne, VIC, 3000	(03) 9650 0249
Union Health Pharmacy	393 Swanston St, Melbourne, VIC, 3000	(03) 9650 9348
Melbourne Central Pharmacy	Swanston St, Melbourne VIC 3000	(03) 9663 4747

Contact list of Doctors in Melbourne CBD

Name	Address	Contact No
Buzzard A J	517 St Kilda Road, Melbourne	(03) 9867 1839
Doctors On Collins	Level 3, 423 Bourke Street, Melbourne	(03) 9642 2456
Family Planning Victoria - Action Centre	Level 1, 92-94 Elizabeth Street, Melbourne	(03) 9654 4766
City Medical Clinic	Level 5, 313 Little Collins Street, Melbourne	(03) 9650 3122
Medical one	292 Swanston Street, Melbourne	(03) 8663 7000
William Street Clinic	Suite 19, 121 William Street, Melbourne	(03) 9629 5833
The Mensana Clinic Pty Ltd	Unit 18, 33 Queens Road, Melbourne	(03) 9867 7066
Collins Place Medical Clinic	Level 3, 71 Collins Street, Melbourne	(03) 9650 3278
Era Health Clinic	563 Bourke Street, Melbourne	(03) 9944 6200
Swanston Clinic	55 Swanston Street, Melbourne	(03) 9654 9818
Collins Street Medical Clinic	Level 8, 267 Collins Street, Melbourne	(03) 9654 6088
The Albert Road Clinic	31 Albert Road, Melbourne	(03) 9256 8311
Dr Harvey Rotstein	12 Collins Street, Melbourne	(03) 9654 2426
Dr Michael Nissen	461 St Kilda Road, Melbourne	(03) 9867 2911

Dr P L Colville	24-28 Collins Street, Melbourne	(03) 9654 7255
Dr Robert Reed	18-20 Little Collins Street, Melbourne	(03) 9654 6188
Wong	358-360 Lonsdale Street, Melbourne	(03) 9606 0988
Dr. Woods Surgery	71 Collins Street, Melbourne	(03) 9652 4218

Contact list of Dentists in Melbourne CBD

Name	Address	Contact No
Melbourne Dental Hospital	720 Swanston St, Carlton, VIC 3053	(03) 9341 1040
Dental Unity Pty Ltd	Level 9, 1-5 Elizabeth St, Melbourne, VIC, 3000	(03) 9614 1999
Dental Health Care Associates	175 Collins St, Melbourne, VIC, 3000	(03) 9650 2909
Union Health	393 Swanston St, Melbourne, VIC, 3000	(03) 9662 2466

Contact list of Legal Advisors in Melbourne CBD

Name	Address	Contact No
TW Agency Solicitors	15, 470 Collins St, Melbourne, VIC, 3000	(03) 9629 2900
Alderuccio Solicitors	Level 3, 552 Lonsdale St, Melbourne, VIC, 3000	(03) 9670 7440
Norton Gledhill	459 Collins St, Melbourne, VIC, 3000	(03) 9614 8933
Legal Aid	350 Queen St Melbourne VIC 3000	(03) 9269 0234

Contact list of Financial Advisors in Melbourne CBD

Name	Address	Contact No
Rundles Chartered Accountants	Level 16, 500 Collins St, Melbourne, VIC, 3000	(03) 9629 4631
Ian Johnson Chartered Accountants	L 41, 80 Collins St, Melbourne, VIC, 3000	(03) 9650 6800
Filippo Chartered Accountants	395 Collins St, Melbourne, VIC, 3000	(03) 9614 8777

Contact list of Banks in Melbourne CBD

Name	Address	Contact No
Bank of China	270 Queen St, Melbourne, VIC, 3000	(03) 9602 3655
ANZ	351-353 Elizabeth St, Melbourne, VIC, 3000	(03) 570 5429
St George Bank	325 Collins St, Melbourne, VIC, 3004	13 33 30
Bendigo Bank	Level 4, 120 Harbour Esplanade, Docklands, VIC, 3008	(03) 9642 5183
National Australia Bank	500 Bourke St, Melbourne, VIC, 3000	(03) 8641 3500
Commonwealth Bank	385 Bourke St, Melbourne, VIC, 3000	13 22 21
Westpac	360 Collins St, Melbourne, VIC, 3000	13 20 32