



International Student Handbook 2017

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 1 of 44

Table of Contents

Welcome to Skills Australia Institute	3
About your Student Handbook	4
Definitions	4
Skills Australia Institute Administration and Contact Numbers	4
Key Personnel	4
Administration Office Operating Hours	4
Campus Location	5
About Perth Campus	5
Compliance Adherence with Legislative and Regulatory Requirement	8
Information Disclosed to Commonwealth and State Agencies and Authorities	8
Access to Student Records	8
ESOS Framework	9
Courses Offered	10
Critical Incidents	10
Emergencies	11
Police	11
Fire	11
Ambulance	11
Skills Australia Institute Emergency Line	12
State Emergency Service	12
Lifeline	12
Poisons Information Line	12
Translating and Interpreting Service (TIS) - Tel: 13 14 50	12
Skills Australia Institute Intake Dates	12
Public Holidays	13
Computer Lab	13
Training Venues	13
Location of training venues – course specific:	13
Courses in Business:	13
Student ID	13
Student Portal	14
Student Email Account	14
Skills Australia Institute Code of Conduct	15
Reporting Breaches	16
Your Responsibilities under the Student Visa	16
Student discipline	17
Examples of serious breaches are:	18
Erratic Course Progress	18

Non-payment of fees	18
Plagiarism	19
Academic Dishonesty	19
Participation (Attendance)	20
Breaches of Code of Conduct - Process	20
Academic Course Progress	20
Course Progress Policy and Procedure	21
Intervention Strategy	22
Learning Support Sessions	24
Student Support Services	24
Training and Assessment Plan (TAP)	25
Students with Special Needs	25
Assessments & Assessment Outcomes	25
Re-Assessments	26
Tuition Fees	26
Payment Methods	27
Additional Fees and Charges	27
Recognition (Exemptions)	28
Recognition of Prior Learning (RPL)	28
Credit Transfer	28
Deferring, Suspending or Cancelling your Enrolment	29
Right of Appeal	30
Deferral of enrolment - Student initiated	30
Suspension of enrolment - Student initiated	30
Deferment of enrolment - Skills Australia Institute initiated	30
Suspension of enrolment - Skills Australia Institute initiated	31
Cancellation of enrolment - Skills Australia Institute initiated	31
Transfer to another College	31
Transferring from another College	32
Complaint and Appeal Process	32
Complaint	32
Informal Procedure	32
Formal Procedure	33
Appeal	34
Appeal Procedure	34
Overseas Students Ombudsman	35
Refund and Cancellation Policy	36
Health & Safety on Campus	37
Overseas Student Health Cover (OSHC)	38
Managing Finances	39

Initial Expenses.....	39
Ongoing Expenses.....	39
Setting up a Bank Account.....	40
Bank & ATM Locations	40
Banking Hours	40
ATMs (Automatic Telling Machines)	40
Using an ATM	41
Safety When Carrying Money	41
EFTPOS	41
Paying Bills.....	42
Working in Australia	42
Permission to Work	42
Accessing your visa information	42
Finding Work.....	42
Earning an Income	43
Getting a Tax File Number	43
Tax Returns	43
Superannuation	43
Personal Safety tips	43
Other useful information	43

Welcome to Skills Australia Institute

Thank you for choosing Skills Australia Institute to deliver your next learning experience.

We hope your time with us is productive leading to a fruitful conclusion.

We are a young and active team of specialists offering classroom learning and work-based training that will allow you to attain the skills essential to be employed in your preferred industry. Once you are job ready, our student services team will help you find appropriate employment.

This Student Handbook holds pertinent information about your training, assessment and other support services. This Handbook also gives you information about your rights and responsibilities as a Student Visa Holder and a Skills Australia Institute Student.

It is very important that you read and understand this Student Handbook completely. If there are segments you do not comprehend or have queries about any aspect of this Student Handbook or your education at Skills Australia Institute, please contact the Student Support Officer.

Please make sure you join us in our social events and sporting activities to ensure you don't miss out on the best of student life experiences.

The staff members at Skills Australia Institute wish you all the luck in your chosen course and look forward to helping you with any questions you may have.

Dream Seek Achieve

Dr Eby Mathew
Chief Executive Officer

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 3 of 44

About your Student Handbook

This Student Handbook is made accessible to all Students before enrolment, from the Skills Australia Institute website with an extra copy given to you as part of our welcome kit on the Orientation day. It is very important that you read and understand the contents of this Student Handbook before the course commences. The Skills Australia Institute website has the newest version of the handbook and it can be downloaded or you can request for a published copy at the reception desk.

Please contact your Student Support Officer on **+61 1300 118 368** if you do not comprehend any part of the Student Handbook or you would like some sections of this book clarified.

Skills Australia Institute has Student Support Staff here at the campus to help you on both academic and non-academic matters. If you want help or support at any time, please get in touch with the International Student Support staff, or meet one of our Staff Members. If they are unable to help you, they will recommend someone who can help you.

Definitions

ASQA : Australian Skills Quality Authority
 DIBP : Department of Immigration and Border Protection
 DES : Department of Education
 AQF : Australian Qualifications Framework

Skills Australia Institute Administration and Contact Numbers

Perth College Address:

Skills Australia Institute
 10 Victoria Avenue
 CBD Perth

Phone: +61 1300 118 368
 Fax: +61 8 9498 0806
 Email: info@skillsaustralia.edu.au
 Web: www.skillsaustralia.edu.au

Key Personnel

Chief Executive Officer Dr Eby Mathew eby.mathew@skillsaustralia.edu.au
 Student Support Manager Babban Lamba babban@skillsaustralia.edu.au

For Emergencies, contact +61 1300 118 368

Administration Office Operating Hours

Monday - Friday 8.00am – 5.00pm

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 4 of 44

Campus Location

Skills Australia Institute (SAI) operates from 10 Victoria Avenue, CBD Perth in Australia. The campus details are given below:

About Perth Campus

Perth, the capital of Australia and one of the largest cities in Western Australia (WA). It is the 4th most populous city with a projected population of 2.02 million living in Greater Perth. A part of the South West Land Division of Western Australia, Perth and most of its urban areas lies on the Swan Coastal Plain. A slight strip between the Indian Ocean and the Darling Scarp, The Plain is a low seaside cliff. The areas on the Swan River, were the first to be established, while Perth's central business district and the port, Fremantle were located on the seashore. Officially, Perth is divided into several local government areas. These local areas consist of several suburbs, that extends from Two Rocks in the north to south's Rockingham, from the Lakes in the west to east inland.

Places to visit in Perth

There are several places in Perth those are worldwide famous to visit which includes:

- Elizabeth Quay
- The Bell Tower
- The Perth Mint and Zoo
- Pink Lake
- Indian Ocean Drive
- The Pinnacles
- Cottesloe Beach
- The Indian-Pacific
- Perth's City Precinct
- Rottnest Island
- South-West Beaches and Goldfields
- Swan Valley
- Fremantle & Elizabeth Quay

Top 10 Free Activities you can indulge in and around Perth

- **Snorkel Shoalwater Marine Park** - Entry to this snorkelling, diving, and kayaking adventure park near Rockingham is free. The main attractions comprise Western Australia's largest waddle of fairy penguins, spirited sea lions, dolphins, seabirds, a dive wreck, reefs and seagrass pastures packed with aquatic animals.
- **Picnic in Kings Park and the Botanic Garden** - With 400 hectares of beautiful landscaped gardens and natural bushland, makes Kings Park one of the biggest inner-city parks in the world –larger than New York's Central Park. You have a veritable bouquet of picnic spots to choose from, with several offering extensive views of Perth's city skyline and the Swan River, bounded by more than 1,700 exclusive native species and spring wildflowers on display in the park.
- **Off-roading in Lancelin** - Lancelin's ostensibly never-ending hilly sand dunes make for a flawless free play area for four-wheel driving, quad-biking, and sand-boarding. Just an hour's drive from Perth, it makes for an easy day-trip. Lancelin has superlative wave and wind conditions, as well as protected fishing spots. So, be ready to go with a tent, or a surfboard, windsurfing gear, mask, fishing tackle and a snorkel in your pack to make it a memorable weekend break.
- **Get a cultural insight** – The Cultural Centre in Perth is located right in the heart of the city. The centre is the home to the Art Gallery of Western Australia, Western Australia Museum, the Library of Western

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 5 of 44

Australia and Perth Institute of Contemporary Arts. All venues are free, though donations are welcome, you can easily spend an entire day at the centre getting a cultural insight.

- **Check out what's new in Perth** – There is something novel and fascinating around every turn in Perth. The maze of laneways is bursting with urban art, street food and pop-up stands. Forrest Place offers a stage for several free festivals and concerts, and the Northbridge Piazza offers free live music, films, exhibitions and events throughout the year.
- **Cruise through renowned markets at Fremantle** - Experience the iconic market that's been active for over a century. From Friday to Sunday the markets are abuzz with the fresh and interesting scents of organic produce, the ingenuity of resident artists and the buzz of free live music and family entertainment. Visit the famous hall and yard for some free entertainment at the markets in Fremantle.
- **Watch the sun set on the Indian Ocean** - The dazzling beauty of an Indian Ocean when the sun sets, is not to be missed. With more than 100 bright and clear days each year, there are ample opportunities to enjoy the show. Pack a picnic and head over to one of Perth's sandy white beaches and watch the sun go down, reflecting a dazzling display of colours from sea to sky. To see the best sunset head over to Cottesloe Beach, Scarborough Beach or the City Beach.
- **Wine Tasting at the Swan Valley** - You can sample some of the flavours of Western Australia's oldest wine growing region for free on a self-driven tour of the valley's wine cellars and manufacturers of decadent goodies. You can take in a tasting of award-winning wines, cheeses, chocolates and more within a 20-minute drive east of Perth.
- **Catch dinner in the Peel Inlet** - You can fish for your dinner throughout the year in the 155sq km of channels in Mandurah. Head over to the river in summer or fall to pick some of the best prawn, the blue-manna crabs, or king prawns. Cast a line off the landings under the inlet bridges, or take your boat out on the water. You can spend a free day out at the annual Crab Festival in March.
- **Take a day trip to York** - See the beautiful Rolling Meadows that enticed early settlers from Perth to establish WA's first domestic settlement – York. With a striking main street filled with completely restored Victorian and Federation structures, it is one of the few places in Western Australia to hold the 'Historic Town' status. Checkout the history, fine art, crafts and a lively annual events calendar in York.

Festivals

Fashion Festival
Fringe Festival
International Arts Festival
International Comedy Festival
International Film Festival
SPLIF Festival
Wild West Comedy Festival

Events

Perth Arena
Australian X Trail Championship
World Control Line Championship
World Master Athletics Championship

If you would like to know about more Perth then you may also check the following websites:

<http://visitperthcity.com/>
<http://visitperth.com/>
<http://www.visitperth.com.au/>
<http://www.experienceperth.com/>

Climate

Western Australia has several climate regions due to its massive size. The southwest has mild, rainy winters and blistering, dry summers. Perth has more sunny days a year than any other capital city in Australia. Perth receives the highest rainfall between May and September. February is typically the hottest month of the year, with temperatures hovering around 31°C. 'The Fremantle Doctor'-a sea breeze that offers some relief from

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 6 of 44

high temperatures. Winters are comparatively cooler and wet with morning temperatures ranging from 18-21°C. You can find information on the temperature, rainfall and seasonal activities that can help you plan your holidays in Perth.

The climate in Perth has a Mediterranean feel, which means that throughout the year, the weather is warm and bright. Perth has more sunlit days per year than any other city in Australia. The sun gleams brightly during the short mild winter too. These long summers mean several activities in and around Perth involve the outdoors. Any time of year is good for visiting attractions or indulging in outdoor activities or just lazing on clean sandy beaches in Perth.

- Summer (December - February) – Typically January and February are the hottest months. The weather is good and dry, and rain during summers rarely happens. Perth enjoys an invigorating afternoon sea breeze known as the Fremantle Doctor, which brings a welcome relief on scorching hot days. Average summer temperatures range from 27°C -30°C during the day to night temperatures of minimum 15°C. Kings Park -a verdant park in the inner city is the ideal place to spend an unclouded afternoon in Perth.
- Autumn (March - May) – Fall in Perth is like an extension of summer, with comparable temperatures, warm sunny days and colder nights. Although the weather is usually good, it may rain occasionally or turn humid. The yearly Sculpture by the Sea arts festival held at Cottesloe Beach in March is free for visitors. You can take a cruise down the river to Fremantle; visit the wineries of the Swan Valley or head to Rottnest Island.
- Winter (June - August) – Winter is more rainy and cool sunny days. There are sporadic storms, that include heavy rainfall and thunderstorms. Everyday temperatures in the winter range from 18-21°C to a minimum of 12°C at night. There are plenty of indoor activities to enjoy despite the rain. Perth's cultural centre Northbridge where you can spend time visiting the Perth Institute of Contemporary Art, the Western Australian Museum, and the Art Gallery of Western Australia. The Fremantle Museum, Fremantle Prison, and Maritime Museum are good places to visit during winter.
- Spring (September - November) – The days are warm and sunny, especially October and November with everyday temperatures of around 20 - 25°C. There is mild rainfall during spring when Western Australia comes alive with colourful wildflowers. Follow the Botanic Garden's Wilderness and Wildflowers Trail or a similar trail throughout Western Australia.

Public Holidays

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

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

Cost of Living

The cost of living in Perth, in general, is above normal. But, the housing and living expenses have been falling in the last few years. Australia ranked 48th out of more than 200 expatriate favourites under review in the Mercer Cost of Living Survey 2015. As such, it remains cheaper than other metropolises like Oslo, New York, Singapore, and Shanghai. Even meat available in Australia is cheaper than other countries such as the UK.

Here are a few numbers: In 2014, the grocery expense for an upper-middle-class family of four was about 205-300 AUD/week. This sum included occasional Woolworth's special bargains or buying local produce from the farmers' market. In addition to lease, utilities, and food, you must plan for transport and healthcare costs.

The latter turns out to be particularly applicable if you are not entitled to Medicare, the public health insurance plan, which is the case for several expatriates in Australia on a temporary (provisional) visa. Therefore, make sure you receive a suitable salary and know how to budget, and you will be able to enjoy the opportunities for leisure activities while living in Perth.

Perth College Address:

Skills Australia Institute
10 Victoria Avenue, CBD
Perth

Phone: +61 1300 118 368

Fax: +61 8 9498 0806

Email: info@skillsaustralia.edu.au

Web: www.skillsaustralia.edu.au

Compliance Adherence with Legislative and Regulatory Requirement

Skills Australia Institute always complies with and follows the relevant Commonwealth, State and Territory Legislation and Regulatory Requirement that are relevant to its operations and its scope of registration.

Skills Australia Institute is a Registered Training Organization (RTO) that offers Vocational Education and Training (VET), therefore, Skills Australia Institute must fulfil the appropriate guidelines with the Standards for Registered Training Organization 2015. Skills Australia Institute complies with the Education Services for Overseas Students Act 2000 and Amendments, Education Services for Overseas Students Regulations 2001, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 too.

Information Disclosed to Commonwealth and State Agencies and Authorities

Personal information is gathered for the sole purpose of operating as a Registered Training Organisation under the Standards for Registered Training Organisations 2015 and the ESOS Act 2017. Skills Australia Institute is registered under the Australian Skills and Quality Authority (ASQA).

The requirements of the registering authority may mean the release of your personal information for a review or for data collection by Commonwealth and State Government departments, agencies and the Secretary of the Tuition Protection Services.

Access to Student Records

It is a prerequisite of the Standards for RTOs 2015 that students should be able to access their private data held by Skills Australia Institute and may appeal for correction of information that is incorrect or out of date. If you wish to see your own records, then an application in writing to the Skills Australia Institute Administration Staff/email admin@skillsaustralia.edu.au is required. The VET Administration staff will then organize the right time for the student to access and see their personal records within 10 business days of the request being received or at a jointly suitable time. Access will only be approved once the student confirms his or her identity.

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 8 of 44

ESOS Framework

The Australian Government wants foreign students in Australia to have a harmless, enjoyable and satisfying place to study. Australia's laws endorse excellence in education and consumer protection of foreign students. These regulations together are recognized as the ESOS framework including the Education Services for Overseas (ESOS) Act 2017 and the National Code 2007.

Safety for foreign students

- As a foreign student on a student visa, you must train with an education provider and enrol in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS) at <http://www.cricos.education.gov.au/>
- A CRICOS registration promises that the education provider and the course where you may study meets the high ethics essential for foreign students.

Student's Rights

The ESOS framework defends your rights, together with:

- your right to obtain, before joining, recent and precise data about the courses, modes of study, fees, and other information from SAI and SAI's agent.
- your right to sign an on-paper contract with SAI before or whenever you pay your fees, mentioning the facilities given, the total fees payable and details about tuition fee refund if any. You must maintain a copy of the written contract. Note - the Tuition Protection Service requests the College to obtain no more than 50% of the entire training fees before your course begins unless your course is for 6 months or less.
- your right to obtain the schooling you paid for. The ESOS framework includes consumer defence that will let you obtain recompense or be enrolled in another course, if the College is unable to teach the original course you opted for.
- The ESOS framework sets out the values those Australian education providers offering education services to foreign students must comply with.

These values cover a series of data you have the right to know and the facilities that must be offered, which include:

- orientation and entree to care facilities to help you study and adjust to life in Australia
- to know the contact officer for foreign students
- whether you are eligible for a course credit
- to know when your registration can be postponed, put on hold or negated
- to understand your education providers' requirements for acceptable improvement on the course you study, and the kind of support offered if you are unable to fulfil the progress requirements.
- whether your presence will be scrutinized for your course,
- if there is a grievances and appeals process in place

One of the standards does not permit another education provider to register a pupil who wishes to change to another course without having completed at least 24 weeks of the final course of study you plan to undertake in Australia. If you wish to change in advance you require your educator's consent. You must acquire a letter of release from the education institute.

As a foreign student on a student visa, you must make sure you -

- fulfil your student visa requirements
- sustain your Overseas Student Health Cover (OSHC) for the duration of your stay in Australia
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- sustain acceptable course improvements, and
- make sure you follow the educator's attendance policy, if your presence is documented for your course

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 9 of 44

Courses Offered

Skills Australia Institute (SAI) aims to offer professional courses for Global Students. All professional courses are being delivered at Perth Campus (CBD). The courses that are being offered include:

- BSB50215 - Diploma of Business – CRICOS Course Code: 093613A
- BSB60215 - Advanced Diploma of Business – CRICOS Course Code: 095103G
- CHC30113 - Certificate III in Early Childhood Education and Care – CRICOS Course Code: 095583G
- CHC50113 – Diploma of Early Childhood Education and Care – CRICOS Code: 095584G
- 10361NAT - Course in Preliminary Spoken and Written English – CRICOS Course Code: 094363F
- 10362NAT - Certificate I in Spoken and Written English – CRICOS Course Code: 094364E
- 10363NAT - Certificate II in Spoken and Written English – CRICOS Course Code: 094365D
- 10364NAT - Certificate III in Spoken and Written English – CRICOS Course Code: 094366C
- 10365NAT - Certificate IV in Spoken and Written English – Further Studies – CRICOS Course Code: 094367B

Critical Incident

A Critical Incident is any disturbing episode or danger of an incident inside or outside Australia, which may cause too much anxiety, terror or damage but not certain death. Critical Incident may include incidents like:

- lost pupils;
- severe spoken or psychosomatic violence;
- demise, grave damage or any danger of these;
- natural calamity; and
- problems such as domestic violence, sexual attack, drug or liquor abuse.

Note: Non-life threatening actions could still be considered Critical Incident.

Please contact the Skills Australia Institute if you experience, observe or notice a dangerous episode. Please dial Skills Australia Institute's emergency telephone number 1300 118 368 which is available 24/7.

Procedure

Where a Critical Incident is recognized the following actions must take place. As part of the reporting procedure, the CEO will verify if the incident falls under the meaning offered for a 'Critical Incident' as mentioned above.

Reporting

- When a staff member or a customer feels that a Critical Incident has or will happen the staff member must get in touch with Australia's emergency services wherever needed first and then contact the SAI on its emergency number **1300 118 368**
- A 'Critical Incident statement' is to be finished by the proper staff member involved in the incident or in warning about the incident. Where fitting the statement will be finalized/confirmed by the CEO of Skills Australia Institute.
- The 'Critical Incident statement' must have complete information and specify the people directly involved in the incident (form 199 Critical Incident Report).
- The Educational Services for Overseas Students Act 2017 (ESOS Act) needs the Institute to inform the Department of Education (DES) and The Department of Immigration and Border Protection (DIBP) as soon as possible after the event, and in the case of a student's demise or other absence disturbing the student's presence, the event will need to be informed through the Provider Registration and International Student Management System (PRISMS).

Discussion of Action Plan

- The CEO will evaluate the Critical Incident and put in a plan of action to follow up the Critical Incident.
- Where essential, a meeting with proper staff/students will be planned to follow up on the event. This conference will govern issues and responsibilities relating to:

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 10 of 44

- Evaluating dangers and response actions
 - Cooperation with the emergency services and other authorities
 - Communication with students' families and other appropriate contacts
 - Cooperation with other external bodies, such as the home stays, carers or foreign embassies, and
 - Therapy and handling students and staff not directly involved in the incident.
 - Media Supervision (if needed)
- Where suitable Skills Australia Institute will provide support to the family in the form of:
 - Engaging translators
 - Arranging for hospitalisation/cremation/memorial service/repatriation
 - procure a death certificate
 - help with private things and matters as well as insurance matters
 - help with visa problems if required.

Follow up & Review of Critical Incidents

Where a critical incident has happened, and where the Department of Education (DES) and The Department of Immigration and Border Protection (DIBP) has been informed, Skills Australia Institute will conduct a follow-up and appraisal of the said critical incident. This follow-up and assessment will include those members originally involved in the action plan meeting and will confirm:

- if any follow ups like de-briefing, therapy and prevention plans have been accomplished.
- that all the staff members and students involved in the critical incident have been made aware of all the consequences from the event
- that the response to the critical incident is documented and included in the continuous improvement submissions as recommended at the plan meeting
- that any further follow up whenever required is documented and the tasks are assigned to the proper staff members.

Students and their families have access to the Skills Australia Institute's Student Support Officer always. During a critical incident, the Skills Australia Institute's Emergency Telephone Number becomes a Hot Line, where information can be received. Where suitable, the Skills Australia Institute's website will be updated to keep the students and their families informed. A student's confidentiality will be upheld at all times.

Emergencies

In Emergencies – Dial 000 or 112 mobile (to override key locks)

The fastest way to get the right emergency service to help you is The Triple Zero (**000**) service. You must use it to contact the Police, Fire or Ambulance services in **life threatening or emergency situations only**. The emergency 000 lines are not meant for help with general medical issues.

Police

In Australia, the police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics; the police can help you feel safe. In conditions that are non-threatening, contact the local police station directly on:

131 444 - Nearest Police Station or **089222 1111** - Police Central

Fire

The Fire Brigade douses fires rescues people from fires in cars and buildings and helps in circumstances where gas or chemicals become a danger. As soon as a fire starts, call **000** whether the fire is very small or large.

Ambulance

Dial 000 for ambulances too. Ambulance offers instant medical attention and **emergency transport to the hospital** if required.

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 11 of 44

The Skills Australia Institute Emergency Line

Call the Skills Australia Institute Emergency Line, **1300 118 368** if you detect a risk to the property or people on campus or if you want to connect to the college in an emergency or a situation after the public emergency services have been contacted.

State Emergency Service

The **State Emergency Service (SES)** is an emergency and rescue facility devoted to offering help in the case of natural calamities, rescues, highway crashes and other extreme climate situations. It is made up completely of helpers and functions in all the States and Territories in Australia. For emergency assistance in a **Flood** or **Storm** dial **132 500**.

Lifeline

Lifeline's 13 11 14 facilities are run by qualified volunteer telephone therapists who are ready to take calls 24-hours a day, every day in the week from all around Australia. These volunteers function from Lifeline Centres in every State and Territory around Australia. Anyone can call the Lifeline. This facility provides a therapy service that respects everyone's right to be heard, understood and cared for. They also offer details about other support facilities that are available in communities in and around Australia. The telephone therapists at Lifeline are committed to listening and talking to anyone; however, big or small the problem may seem. They are qualified to provide the emotional support needed in case of a crisis or when the caller may be looking for advice or feel depressed.

Poisons Information Line

The Poisons Information Line provides the public and health care experts with quick, up-to-date and proper information, and guidance to support in the management of poisoning and alleged poisonings. To understand the significance in the case of a poisoning, the healthcare expert gets a detailed history from the caller. Members of the public may be provided with first aid directives, information on likely signs, and advised on the need for a doctor's assessment or a referral to the hospital.

The Australia-wide **Poisons Information Centers** have a single telephone number: **131 126**.

Translating and Interpreting Service (TIS) - Tel: 13 14 50

The Australian Government, through the Department of Immigration and Border Protection, offers a Translating and Interpreting Service (TIS) for people who do not speak English and for those English speakers who need to communicate with them. TIS is a nationwide service and is offered to any person or organization in Australia needing assistance with interpretation. TIS is available 24/7 and is available everywhere in Australia at the cost of a local call.

Skills Australia Institute Student Intake Dates

2017
12 June, 26 June, 10 July, 24 July, 7 August, 21 Aug, 4 Sep, 18 Sep, 2 Oct, 16 Oct, 30 Oct, 13 Nov, 27 Nov, 11 Dec

Intake dates are subject to change, please visit www.skillsaustralia.edu.au to verify the student intake dates.

Public Holidays

Public Holiday	2017	2018
New Year's Day	Sunday 1 January	Monday 1 January
Australia Day	Thursday 26 January	Friday 26 January
Labour Day	Monday 6 March	Monday 5 March
Good Friday	Friday 14 April	Friday 30 March
Easter Monday	Monday 17 April	Monday 2 April
ANZAC Day	Tuesday 25 April	Wednesday 25 April
Western Australia Day	Monday 5 June	Monday 4 June
Queen's Birthday	Monday 25 September	Monday 24 September
Christmas Day	Monday 25 December	Tuesday 25 December
Boxing Day	Tuesday 26 December	Wednesday 26 December

Source: http://www.commerce.wa.gov.au/LabourRelations/Content/Employers/Pay_rates_leave_and_conditions/Public_holidays_in_Western_Aus.html

Computer Lab

The computer lab is accessible for your lessons, and it is located near the Skills Australia Institute, Room 3. The computer lab is available for personal internet use; however, it is also used often for training that includes assessments, and self-study if needed. Therefore, please make sure you respect the time of other students and keep the noise to a minimum in the lab. Discussions, including mobile phone calls, should be taken outside the lab.

Training Venues

Skills Australia Institute occupies several listed training locations. Depending on the course you enrol for, you will be trained at one or more training venues. The campus venues pertinent to your course are specified in your Training and Assessment Plan (TAP). If you need help to reach one of these training venues, please contact the Student Support Staff at **131 126**

Location of training venues – course specific:

To identify how to reach your campus from your place of residence in Western Australia, visit the Perth Transport website at <http://www.transperth.wa.gov.au/>. This website will provide several options on how to reach to your training venue in time, from your place of residence in Perth.

Courses in Business, Early Education and English:

City Campus
10 Victoria Avenue
Central Business District
Perth
Telephone: +61 1300 118 368

Student ID

You will be issued with a Skills Australia Institute Identification Card (ID) during the first week of your course.

Your Student ID will display your snapshot, name, student number, beginning and end date. You must have

your Skills Australia Institute Student ID with you always while using any facilities provided by the Skills Australia Institute Training facilities. You may be asked to show your Student ID anytime and the evaluator may refuse to evaluate you if you do not present your Student ID.

A card replacement fee of \$15 will be charged if the Student ID card gets lost or is stolen.

Student Portal

All the students at Skills Australia Institute have access to a Student Portal, where they can view information about their schedule, their results and absences if any. They can also see and update personal details if needed. Any important news and messages from the college will be put up on the student portal to keep students informed.

The portal will then request the student to enter his or her FIRST name, and student ID number. Once an account is created, a registration email is sent to the STUDENT'S EMAIL address with the username and password. The student can then use these details to login, as an "Existing User".

Student Email Account

At the Skills Australia Institute, every student has a unique Skills Australia Institute email account. This email address is issued to every student on Orientation Day.

The Skills Australia Institute email account is the

OFFICIAL COMMUNICATION METHOD

between the student and the Skills Australia Institute.

Any communication will be sent to your Skills Australia Institute email address.

It is the student's duty to check the assigned email account at least once a day.

- Your email account username is: StudentNameXXXX@skillsaustralia.edu.au
- Your email account password is: XXXXXX

To protect the student's privacy, the student is requested to change the password after getting the initial login password from the Skills Australia Institute. Every student is requested to change their password at least once every month and not share their password with anyone else.

For enquiries or technical difficulties involving your email account, please contact the Student Support Services at **131 126**

DO NOT OVERLOOK THE SKILLS AUSTRALIA INSTITUTE EMAILS. Emails sent to your Skills Australia Institute email account are vital and may contain official data critical to the student's education and stay in Australia. Not checking the student email account will not stop the Skills Australia Institute from meting out punitive actions and terminations.

The Skills Australia Institute Code of Conduct

Every College would like to provide their students with a harmonious educational atmosphere where each member respects the opinions, feelings, individual and possessions of others unconditionally.

When a student enrolls at the Skills Australia Institute, the student agrees to follow the Skills Australia Institute Code of Conduct. This Code of Conduct is enumerated in this student handbook. It was also mentioned in your pre-enrolment documentation and is accessible at www.skillsaustralia.edu.au.

Any breaches of the Skills Australia Institute's Code of Conduct and the student visa requirements may lead to cancellation of the student's enrolment.

Every student enrolled at the Skills Australia Institute is expected to maintain the following values always:

1. Act scrupulously and with honour
2. Respect others' right to have diverse positions and opinions;
3. Respect another person's principles, nationality, faith, age, relations, and gender;
4. Speak in a language that does not insult others;
5. Uphold a silent atmosphere for students to learn and for staff to work;
6. Let other students study without interruption;
7. Be careful and meticulous on campus and at work-based training organizations;
8. Attend all classes to make sure you follow the Skills Australia Institute's Code of Conduct;
9. Partake in group training and evaluations to make sure everyone gets thorough training;
10. Do not commit fraud or plagiarize;
11. Allow teachers to deliver their course material without interruption or any disturbance;
12. Adhere to Skills Australia Institute Uniform policies where required;
13. Do not carry or keep food in classrooms, recreation zones, and the college library;
14. Put off mobile phones and other electric devices when in class, at the institute's reception desk, in the recreation room and the library;
15. Keep your private things with you always and do not take/borrow what belongs to others;
16. Respect the Skills Australia Institute's No Drugs, No Smoking, and No Alcohol rule;
17. Provide true answers or information with regards to your personal details, your motives for absenteeism, any course change requests, appeals for postponement and any other details as required by the Skills Australia Institute to make fitting choices;
18. Maintain the reputation of the Skills Australia Institute and offer feedback or follow the process for grievances if you are not pleased with a Skills Australia Institute choice of provision;
19. Fulfil the Skills Australia Institute's rules and regulations as specified in this student handbook;
20. Fulfil the requirements of your Student Visa;
21. Use the resources provided by the Skills Australia Institute properly;
22. Meet satisfactory levels of own cleanliness and dress on the campus and at the Skills Australia Institute work-based training venues.

The Skills Australia Institute Code of Conduct and the information provided in the Student Handbook are revised each year. Students at the Skills Australia Institute are requested to contribute to improving the Code of Conduct, guidelines, and processes. Please get in touch with the Student Support Office to offer the Skills Australia Institute with your commendations or fill in a feedback form or a complaint form available at the reception desk.

Students found breaking the Skills Australia Institute Code of Conduct or their visa requirements will be dealt with as specified in the '**Student Discipline**' process in this handbook. Students can inform about breaches orally, to the Student Support Officer, their trainer or the CEO, or in writing, speaking about the breach to the CEO. Any student affected by a break in rules of the Skills Australia Institute Code of Conduct are requested to seek out the Student Support Officer immediately.

In cases where we intend to cancel a student's enrolment because of a break of the College's Code of Conduct (including inconsistent course development) a Notice of Intention to Cancel will be issued to the student,

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 15 of 44

which will be sent to the **Skills Australia Institute email account** and a COPY of the same will be sent to the students personal email. The Notification of our Intention to cancel will inform the student of the breach and notify that he or she will be reported to the Department of Immigration and Border Protection (DIBP) (under the Migration Act 1958) and the Department of Education (DES).

Students may access the Complaints and Appeals Process within 20 business days from the date mentioned in the Intent to Cancel Notification. To get access to the Grievances and Appeals procedure the student must fill a Grievances and Appeals Form accessible on the Skills Australia Institute website www.skillsaustralia.edu.au or from the Student Support Office.

Reporting Breaches

The Skills Australia Institute staff and students are responsible for maintaining a harmonious learning environment. Therefore, students are encouraged to report any excessive pressure, trouble, pestering of any staff or student as specified in the Skills Australia Institute Code of Conduct.

Reports of breaches can be given in writing or verbally so that it can be seen by the Skills Australia Institute's Management.

If a student is not sure about the privileges and duties, the student is requested to contact the Student Support Office to discuss any issue related to the Skills Australia Institute Code of Conduct. The Student's right will always be valued and the student is expected to respect the rights of others.

Student Duties under the Student Visa

A student's permission to study in Australia is strictly connected to the Australian Government Student Visa Program. It is important that the student complies with the regulations of the student visa always.

Below is an extract of DIBP rules related to a student's work rights as published at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders on 4 October 2011. This information may have changed. To make sure that you read the current version of these rules, we recommend you log onto their website and check.

The Student Visa Conditions are:

A student **CANNOT** work more than 40 hours in two weeks* of a month when your course is in session (other than work, that is a part of the course)

Note: No work restrictions apply during standard periods of vacation offered by your education provider. A student **CANNOT** start work until you have begun your course in Australia.

*Two weeks would mean any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

If the student has a subclass 572 visa, there are no work limits that apply once the student has begun his or her Masters by research or Doctorate course in Australia

A student **must** remain enrolled in a registered course (unless the student is an AusAID/Defence or a secondary exchange student in which case the student must maintain full-time enrolment in the course of study or training).

Note: A registered course is one that is put up on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

See: [CRICOS](#)

The student **must** keep a satisfactory presence in the course and the progress expected in the course for each study period as mandated by the education provider.

The student **must** have sufficient provisions for health insurance during his or her stay in Australia.

Note: Under policy, this means that the student **must** maintain the Overseas Student Health Cover (OSHC).

The student **must** continue to fulfil all the requirements to be granted a student visa. This means, for example, that the student **must** sustain a course of study that is a registered course in the education sector and one that matches the student visa, and the student must continue to have enough monetary means to support his or her study and stay in Australia.

The student **must** maintain satisfactory education provisions for any school-age dependents that join the student in Australia on a student dependent visa for more than 3 months.

If the student is not 18 then he or she **must** keep adequate provisions for housing, sustenance and overall well-being for the duration of stay in Australia.

To maintain enough provisions for welfare the student **must** stay in Australia with:

Parents or legal custodian or a relative nominated by the student's parents or custodians over 21 and is of good character; or the housing, funding and general wellbeing provisions approved by the education provider.

Note: The student **must** not change any provisions without an approval in writing by the education provider. If the welfare provisions are permitted by the education provider the student must not travel to Australia until the welfare provisions are due to begin.

The student **must** inform the education provider

- of his or her residential address in Australia within 7 days of arriving in Australia
- of any change in residential address within 7 days of the change
- of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate (eCOE) or proof of enrolment.

Source: www.immi.gov.au

Inform Skills Australia Institute of variations in the contact details of your next of kin. Use the change of address form, available from www.skillsaustralia.edu.au or request for a form from reception desk.

Under the ESOS Act, the Skills Australia Institute is mandated to notify the student AND the Australian Government if the student has broken student visa conditions because of not being able to maintain adequate course advancement.

Student discipline

The Skills Australia Institute treats all breaches of the Skills Australia Institute's Code of Conduct very seriously. Students are encouraged to report any breaches of the Code of Conduct to the Student Support Officer.

Skills Australia Institute Staff member **MUST** report breaches to the CEO.

All breaches are automatically validated and examined. The consequences of these breaches can be as follows:

- Written Notice
- Suspension from Class
- Apology Request
- Psychotherapy
- Student monitoring
- Intervention
- Overseen removal from class
- Termination of registration

Depending on the severity of the breach, the College **may choose at its discretion** to examine the matter either by itself or including students and staff to make well-versed conclusions. No appeal will be presented

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 17 of 44

where a breach of Skills Australia Institute’s Code of Conduct has been acknowledged and the examination confirms that a breach has occurred.

Students can contact the Overseas Student Ombudsman at (toll-free) 1800 117 000 to lodge a complaint.

Where the breach is supposed to be a direct risk to the welfare of students, staff or the public, the Skills Australia Institute will report the breach to the police.

In cases where we intend to cancel a student’s enrolment because of a break of the College’s Code of Conduct (including inconsistent course development) a Notice of Intention to Cancel will be issued to the student, which will be sent to the Skills Australia Institute email account and a COPY of the same will be sent to personal email.

The Notification of our Intention to cancel will inform the student of the breach and notify that he or she will be reported to the Department of Immigration and Border Protection (DIBP) (under the Migration Act 1958) and the Department of Education (DES).

Students may access the Complaints and Appeals Process within 20 business days from the date mentioned in the Intent to Cancel Notification. To get access to the Grievances and Appeals procedure the student must fill a Grievances and Appeals Form accessible on the Skills Australia Institute website www.skillsaustralia.edu.au or from the Student Support Office.

Examples of serious breaches are:

Inconsistent Course Development

Standard 13 of the National Code requires the Skills Australia Institute to withdraw a student’s enrolment where it is suspected that a student is not genuine and not a ‘**bona fide**’ student. As “Inconsistent Course Development” is not demarcated in the National code, for the guidance of Skills Australia Institute staff and students, the following meaning has been agreed to at the Skills Australia Institute:

The Skills Australia Institute Definition: Inconsistent Course Development is defined as the behaviour that suggests that your chief reason for enrolling at the Skills Australia Institute is for a purpose other than to get the appropriate skill and knowledge essential in the course for which you have registered, in which case the student shall be deemed a ‘non-bona fide’ student at the Skills Australia Institute.

Distinctive signs that may suggest a student is not a ‘bona fide’ student are

- Attendance (Participation) in the course is unequal, defective or unpredictable
- Attendance (Participation) is lower than 80%
- The student does not enthusiastically contribute in class discussions and/or group work
- Projects are copied and plagiarized

Inconsistent Course Development is observed by Trainers / Assessors. To avoid termination due to inconsistent course development, a student is expected to attend all classes and inform the Skills Australia Institute if the student is unable to attend a class.

Non-payment of fees

All tuition fees must be paid in advance and before the beginning of a semester. Tuition fees do not cover charges for housing, living expenses, schoolbooks, uniforms, writing materials, apparatus, and external examinations. If fees are not paid by the due date, an administrative fee of AUD 250 will be levied.

If the student fails to pay the fees before the course, term or semester begins (whichever is applicable) then a NOTIFICATION OF OUR INTENTION TO CANCEL Enrolment will be sent to the student. This Notice will be sent to the student via email only.

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 18 of 44

The student will have 20 working days to pay any outstanding fees in full or to appeal on our decision to cancel the enrolment. If the Skills Australia Institute has not received the payment within 20 business days after the receipt of the Notification of our Intention to Cancel, the enrolment **MAYBE** cancelled. For further details, see Cancellations - Skills Australia Institute initiated.

If the student finds it difficult to pay the fees by the due date, he or she must speak to the Student Support Officer at the Skills Australia Institute **BEFORE THE FEE BECOMES OVERDUE**. The Skills Australia Institute retains the right to refuse admission to training and evaluations, if the fees remain unpaid and/or where no payment plan has been signed. Failing to pay course fees on time may result in the student's enrolment being cancelled.

Plagiarism

At the Skills Australia Institute, plagiarism is a serious breach of the Skills Australia Institute's Code of Conduct. Plagiarism is defined as:

- Exact copying of sentences, complete paragraphs or excerpts from one or more sources
- Near imitation of a transcript or an idea
- Another person helping in the creation of a project proposal without the express need, consensus or knowledge of the Trainer
- Asking someone else to write and or submit a project
- Downloading from the internet and submitting the contents 'as is'

Projects or assessments finished deceitfully or by inappropriate means will be considered plagiarised. The student must not submit assessments that are not his or her own work completely. The student must not help others or accept help from others for individual work.

Important Note*

If the Trainer believes that your project or text or any part of the assessment has been copied, then he/she is required to collect all the proof and report the matter to the Training Manager.

Where plagiarism has occurred, the student will be penalised as follows:

1 st offence:	Written warning, AUD 50 administrative fee, name added to the student database, Re-assessment at own cost;
2 nd offence:	Second written warning, AUD 50 administrative fee, entry into student database, Re-assessment at own cost;
3 rd offence:	Cancellation of enrolment under Standard 13 of National Code with details forwarded to required Government agencies.

How to avoid Plagiarism:

To avoid **plagiarism**, the student must follow the Assessment Guide handed out by the trainer during class. The Skills Australia Institute needs that you reference the source of other people's concepts, opinions, and words in all assessments.

Contact your Trainer if you need help.

Academic Deceit

Definition: Academic Deceit is defined as deliberately using or endeavouring to use illegal resources from the Trainer or others. Using evidence, or study aids such as mobile phones, handwritten notes in any test; replicating another student's work; submitting work for an in-class exam that has been prepared in advance; representing projects created by another person as one's own work; violating the rules governing the evaluation process.

Facilitating academic deceit - deliberately or knowingly helping or trying to help another to commit an act of academic deceit.

Attendance (Participation)

At the Skills Australia Institute, attendance (participation) is supervised to recognize inconsistent course development. The College advises its students that if their attendance (participation) is low; then to make sure that students can complete the course within the time frame stated on their eCoE. The Skills Australia Institute has decided to implement the DES-DIBP Course Progress Policy and Procedures for vocational education and training (VET), a copy of which can be downloaded from www.skillsaustralia.edu.au or requested at the Student Support Office. The Skills Australia Institute observes attendance (participation) of all its students in a methodical way.

At the Skills Australia Institute, we like to ensure that our students have maximum exposure to education. Students arriving late will intrude the class and disturb other students.

The Skills Australia Institute, therefore, adheres to the following rules:

- Classes start on time; each session lasts four (4) hours and includes a ten (10) minute break.
- Students who not show up for the complete session will be marked absent for the entire session (= 4 hours).
- Students who do not attend one full day will be marked absent for both the sessions (= 8 hours).
- Students leaving early will be marked absent for the entire session (=4 hours)

Trainers make a note of student attendance (participation) on the Class List when the students enter the classroom or workplace.

If a student's attendance (participation) falls below 80% during a study term (10 weeks), the student may be believed to be at a risk of not fulfilling the satisfactory course progress requirement within the duration of your eCOE. Where low attendance affects the student's academic progress, the Skills Australia Institute will deem his or her development as inconsistent, a result of which the student enrolment at the Skills Australia Institute may be terminated.

Breaches of Code of Conduct - Procedure

Breaches to the Skills Australia Institute Code of Conduct will be handled as soon as possible. The parties involved in the breach will be notified in writing. Breaches are dealt with by a committee formed to deal with the breach and including the CEO, Student Support Officer and whereas deemed necessary selected students and staff.

Note: The Skills Australia Institute will evaluate its verdicts based on recognized sympathetic or compelling conditions.

If a student is not satisfied with the consequence of any Skills Australia Institute decision, the student can appeal, using the Grievances and Appeals Form available at the reception desk.

Alternatively, the student can contact the Overseas Students Ombudsman at (free call) 1800 117 000 to file a grievance. Leaflets are available at the reception desk.

Academic Course Progress

A student's authorization to study in Australia is closely connected to the Australian Government Student Visa Program. It is essential for the student to comply with the regulations of the student visa always.

Under the ESOS Act, the Skills Australia Institute is required to inform the student AND the Australian Government of the breach of the student visa conditions because the student was unable to uphold acceptable course development.

The Australian Government, through the Department of Immigration and Border Protection (DIBP), may request a Confirmation of Enrolment from the Skills Australia Institute during the student's education. The

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 20 of 44

Skills Australia Institute will provide the Immigration Department with a true and precise record of your attendance (participation) and the course progress whenever needed.

The Skills Australia Institute is mandated to supervise, keep a note of and evaluate a student's course progress for every unit of the course the student is enrolled for to help the student achieve acceptable course progress and will mediate if the student may be unable to achieve satisfactory course progress.

Course Progress Policy and Procedure

Skills Australia Institute has implemented the Department of Education (DES) and The Department of Immigration and Border Protection (DIBP) course progress Policy and Procedure for all its vocational education and training (VET), a copy of which can be downloaded from www.skillsaustralia.edu.au or requested at the Student Support Office.

To achieve satisfactory course progress a student is required to attend all classes. The Skills Australia Institute supervises a students' academic progress under the following course framework:

- Study Period = 1 term of 10 study weeks plus 3 weeks' holiday
- One study week has 20 hours of study time either in the classroom or at the workplace
- One study week has 5 sessions, each session of 4 hours i.e. = 20 hours
- One study session has one 10-minute break

A students' educational progress will be considered acceptable if:

- The student has completed all the assessments both theory and practical satisfactorily in every unit of competency delivered within the study period of 10 weeks
- The student actively participates in class events
- The student can orally prove he or she has the knowledge of the unit of competency

The students' educational progress will not be considered satisfactory if:

- An **Unsatisfactory Course Progress** is where a student has been marked Not Yet Competent or has Not Completed (by not submitting required assessments) for more than half the competency units studied during 2 consecutive study periods.

Note* - Certain courses do not allow students to continue to the next term of study if you have not been considered capable in one or more compulsory competency units. A compulsory unit is a study unit that must be effectively accomplished before beginning another unit. The Training Package visibly classifies compulsory units. Compulsory units are also emphasized in your training delivery plan. If a student is considered not competent in a compulsory unit, the student must contact his or her trainer to identify opportunities for re-evaluation at the earliest.

Note* A student will be informed about the risk of not making satisfactory course progress, every time the student is considered not competent for a unit of competency.

- A student's course load will prevent him or her from completing the course within the expected duration of the course as specified on your eCOE.

Example: You have too many outstanding assignments or have been absent due to illness or other issues for too long to be able to achieve competency within the duration of your eCOE. The trainer finds the student at a risk of making unsatisfactory course progress before the end of the study period

Examples: A students' attendance is not sufficient for the student to be considered competent in several units. The student does not have the requisite skills and knowledge to attempt the assessments.

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 21 of 44

Please note*: The Skills Australia Institute may allow students to re-enrol in units they have been considered not yet competent; however, any related costs, such as extra course fees, visa extension fees, and other fees are the student's responsibility.

If a student's development has been considered not satisfactory for 2 successive study periods, a Notice of our Intention to Report will be sent **via email to the student's Skills Australia Institute email account** and a COPY sent to your personal email. The Notification of our Intention to Report will instruct the student of the breach and inform that he or she will be reported to the Department of Immigration and Border Protection (DIBP) (under the Migration Act 1958) and the Department of Education (DES).

Students may access the Complaints and Appeals Process within 20 business days from the date mentioned in the Notification of our Intention to Report. To get access to the Grievances and Appeals procedure the student must fill a Grievances and Appeals Form accessible on the Skills Australia Institute website www.skillsaustralia.edu.au or from the Student Support Office. The student may contact the Student Support Officer for help with this process.

Read more about the Complaints and Appeals process in this student handbook.

If the student has not accessed the complaints and appeals process within 20 working days of receipt of the Notification of our Intention to Report (NOR) the course enrolment will be cancelled for not fulfilling visa conditions (under the Migration Act 1958) and processed as required by the ESOS Act 2017.

The Department of Education (DES) and the Department of Immigration and Border Protection (DIBP) will be informed of this action. A copy of the breach notice will be sent to the student's Skills Australia Institute email account and last known postal address. It is important for the student to seek guidance from the Department of Immigration and Border Protection after getting the notice of cancellation.

Intervention Strategy

The Skills Australia Institute's intervention strategy will apply to a student if it comes to the institute's attention that he or she is **at risk** of not sustaining satisfactory course progress and/or attendance (participation). This will be recognized because the student has not maintained 80% or more attendance (participation) for the study units required in any one study period (10 weeks) or has been considered not satisfactory for half the course units in any one study period (10 weeks).

At the end of each compulsory study period, students will be evaluated against the course attendance (participation) policy. If a student is identified for the first time as not keeping satisfactory course attendance (participation), then the Skills Australia Institute intervention plan is applied.

An Intervention Strategy is an agreement between the student and the Skills Australia Institute in which the student agrees to follow a strict plan, which may include added extracurricular work (homework) and additional training sessions with a teacher. An intervention strategy becomes necessary where the student is deemed at risk of not meeting satisfactory course progress requirements.

The Skills Australia Institute's intervention strategy includes

- Process for communicating with students and counselling them;
- Approaches to help identify students to attain acceptable course attendance; and
- The course by which the intervention strategy is initiated.

The Skills Australia Institute's intervention strategy includes facility for:

- where suitable, guiding the student on appropriateness of the course the student is enrolled in;
- counselling the student that insufficient course attendance in two successive study periods for a course would mean the student is reported to DES and DIBP and a risk of cancellation of the student visa, which depends on the outcome of any appeals process.

An intervention strategy may consist of added supplementary work, extra homework and added evaluations.

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 22 of 44

Note* Additional training sessions may attract a fee of up to **AUD 30 for every half an hour** if the student is available during the Skills Australia Institute's normal business hours. Additional coaching cannot be provided beyond Skills Australia Institute's normal business hours. Any additional evaluations are charged at the rates listed for reassessments.

A copy of the intervention strategy will be given to the trainer(s) and assessor(s) delivering and evaluating the relevant units of competencies. Trainers/assessors will be required to keep a check on the students' adherence to the intervention strategy and to report any shortcomings (such as lateness, absenteeism, and/or unacceptable performance). If a student fails to fulfil the requirements of the agreed intervention strategy, a warning letter will be sent to the student's Skills Australia Institute email account. The student is required to respond to the warning letter, clearly mentioning the reasons for not following the intervention strategy.

Reporting:

If the student is identified as not maintaining satisfactory course progress in a second successive compulsory study period in a course, the Skills Australia Institute will notify the student of its intention to report to DES and DIBP for unsatisfactory course progress through a written notice (form 67).

If the student fails to reply to the warning letter emailed to him or her or does not contact the Student Support Officer within 5 days of receiving the warning email, a Notice of Intention to Report (NOR) will be issued and sent to you via email and registered post.

The Notice of our Intention to Report (NOR) formally advises the student that he or she is in breach of the student visa requirements and that the student will be reported to the Department of Immigration and Border Protection (DIBP) (Under the Migration Act 1958) and the Department of Education (DES).

Students may access the Complaints and Appeals Process within 20 business days from the date mentioned in the Intent to Report. To get access to the Grievances and Appeals procedure the student must fill a Grievances and Appeals Form accessible on the Skills Australia Institute website www.skillsaustralia.edu.au or from the Student Support Office. The student may contact the Student Support Officer for help with this process. Read more about the Complaints and Appeals process in this student handbook.

Students may appeal on the following grounds:

- Skills Australia Institute's failure to record the result of your evaluation correctly
- Sympathetic or convincing conditions or
- The Skills Australia Institute has not applied its intervention strategy and other policies according to its standard rules and procedures that have been made available to students.

A realistic reason for non-compliance is sympathetic or convincing circumstances may include:

- Serious sickness or injury (needs a medical certificate stating that the student was unable to attend class)
- Mourning of close family members – parents or grandparents (a death certificate to be provided)
- Major political disturbance or tragedy in your home country needing emergency travel
- Distressing experience – such as being involved in or witnessing an accident
- Committing a crime – or affected by a crime (police report required)

Note* The following reasons do not constitute compassionate or compelling grounds:

- Attending (or being part of) a wedding party (in Australia or abroad)
- Helping a friend or family member
- Employer requirements
- Anxiety and unhappiness (unless certified by a medical certificate)
- Exhaustion

Where a student's appeal is successful, the consequences may differ according to the findings in the appeals process:

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 23 of 44

- If the appeal shows that there was a mistake in recording the result of the student's evaluation, the Skills Australia Institute will not report the student and there will be no need for an intervention

Where:

- The student has selected not to access the complaints and appeals process within 20 working days of receiving the notice
- The student withdraws from the process, or
- The process is finished and results in a decision supporting the Skills Australia Institute (i.e. the student's appeal is unsuccessful)

The Skills Australia Institute must inform the Department of Education (DES) and the Department of Immigration and Border Protection (DIBP) through PRISMS as soon as feasible, of the student not keeping satisfactory course attendance.

Learning Support Sessions

Skills Australia Institute is dedicated to offering a harmonious atmosphere to ALL our students. We believe that we need to concentrate on our students who regularly attend and contribute to the class.

Our policy is that WE are committed to helping our students if they are committed to their studies!

Students who are late to class, or require extra help from the trainer during class time due to non-attendance (non-participation), are considered troublesome by other students. Therefore, students whose contribution is lower than 80% will not be able to access one-to-one tuition from their trainers during class time, or after class-time. Rather, they will need to review any missed course material on their own time. However, if extra support is needed, then the Skills Australia Institute offers Learning Support Sessions from Monday to Friday, between 5 pm to 9 pm.

These sessions can be organized through your Student Support Officer and will attract the following fee:

- 1 student per trainer AUD 60 per hour
- 2 students per trainer AUD 45 per hour
- 3 students per trainer AUD 30 per hour
- 4 or more students per trainer AUD 25 per hour.

If students would like to study in a group of 2-6 people, it is the students' responsibility to form these groups. The Groups **MUST** study the same course material. Learning Support Sessions must be paid for before the sessions begin. These sessions are not available to students who have **OVERDUE** course fees.

Student Support Services

Student Support Services can assist with all matters related to academic and welfare problems. Students' may also request for extra support from your trainer throughout the course studies. The Student Support Staff will advise students in all aspects of student life.

The Student Support Staff is available to discuss and support students with issues including, but not limited to:

- Support in finding lodging
- Educational pathways and likely RPL prospects
- Facility for special learning needs
- Facility for special cultural and religious needs
- Facility for special dietary needs
- Offer help in creating a resume, brushing up on interview skills and finding work.

The Skills Australia Institute also offers a confidential therapy service for FREE. Students' are welcome to use this facility for support with issues related to academic, professional or personal issues. Students can contact the Student Support Staff for more information.

Training and Assessment Plan (TAP)

Students will receive a Training and Assessment Plan (TAP) for each course at the Skills Australia Institute.

The TAP contains the following information:

- | | |
|--|--|
| • Course Commencement Date | The date the course starts |
| • Course Completion Date | The date the course ends |
| • Unit descriptor | Information about the unit of competency |
| • Core units | The number and type of units a student MUST complete |
| • Elective units
(where applicable) | A selection of units students can choose from (where applicable) |
| • Compulsory units
(before continuing) | Units a student must be deemed competent in, before continuing |
| • Assessments | The types and number of evaluations for each study unit |
| • Evaluation details | Evaluation date, venue and assessor details |
| • Training Venue(s)
(where applicable) | Location of training venue(s) – Room number (where applicable) |
| • Trainer | Name of Trainer |
| • General Information
(Complaints and Appeals, Emergency contact details for your course and work-based training) | Information about the Student Support Officer, Complaints and Appeals, Emergency contact details for your course and work-based training |

The training plan is provided to students at the Orientation (see separate information under the title 'Orientation Day'). Copies of the TAP can be viewed or downloaded from www.skillsaustralia.edu.au too. For questions related to the training plan, students are requested to contact the trainer or the Training Manager.

Students with Special Needs

In line with our Admission and Fairness practices, students with special needs are offered the same chances as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and evaluation methods will be adapted according to a students' specific requirements if needed.

Assessments & Assessment Results

Students will get a unit outline, informing about the assessment process, assessment date, and assessment venue, where the assessment is an in-class assessment at the beginning of each unit of competency.

Assessment methods at Skills Australia Institute may include:

- | | |
|---------------------------|--|
| Written Tests | Multiple Choice and Open ended questions |
| Verbal Tests | Students answering questions about their work or from a test database |
| Case Studies | Based on real workplaces (preferred) or theoretical |
| Demonstrations | Role plays, observation of tasks done |
| Portfolio Analysis | Industry Skills Portfolio, Time Sheets, Pay Slips, References, Employer Feedback, Diary entries, images. Note* For valid Portfolio assessment, the student must produce an assortment of evidence listed above. Only one, for example, just images or pay slips are not adequate for evaluation of skills and knowledge acquired. |

The result of each assessment is either Acceptable or Not Acceptable. To be considered competent in a unit of competency, the student **MUST** finish every assessment satisfactorily. If the performance in any assessment is not Acceptable, the student will not be considered competent for that unit of competency.

To be awarded a **Qualification (Certificate or Diploma)** the student must achieve competency in all units of competence of the course (that may include core and elective units).

If students are unable to attain competency in all units of the course, then a **Statement of Attainment** (not a qualification), listing the units for which the student has achieved competency will be issued.

Re-Evaluations

Students **MUST** be re-evaluated in the components where their performance was considered **Not Satisfactory**.

Students with attendance (participation) that is more than 80% for the study term (10 weeks) can get a chance for re-evaluation free of charge.

Students who did not attend (participate) 80% or more of the study term in which their performance was considered not satisfactory must **pay** to be re-assessed*.

*Re-evaluations must be decided upon with the Teacher and must be booked and paid for in advance. Re-Evaluation charges are not payable under sympathetic and compelling circumstances (see information under 'Compassionate and Compelling Circumstances'). If the student fails to show up for a booked and paid re-assessment he or she will be allowed to book another re-evaluation date, but, must pay the re-evaluation fee again.

If the students' attendance (participation) in a term (10 weeks) is lower than 80%, then the Skills Australia Institute will allow for re-evaluation twice. If the student fails to achieve competency in both the re-evaluation attempts, the student will be required to re-enroll in the unit of competency at his or her own cost (see fee schedule).

If the unit of competency a student is required to re-sit is not delivered within the eCOE validity period, then he or she will receive a Statement of Attainment only, instead of a Qualification at the end of the course. The Skills Australia Institute can extend the eCOE only for compelling and sympathetic reasons.

Evaluations and re-evaluations **MUST** be concluded within 8 weeks of the unit being completed or the evaluation due date, whichever is the later. After 8 weeks, any students with unresolved or unsatisfactory evaluations will be considered Not Yet Competent (NYC). To achieve the competency students will be required to re-enroll in the unit/s of competency (if delivered during the eCOE duration).

Note*

1. Counselling for all matters related to the students' welfare and academic progress is always **free!**
2. No reevaluation fees apply if a student has attended class regularly (i.e. no less than 80%) and where the trainer is pleased that you show sincere efforts to accomplish an acceptable assessment outcome.
3. No reevaluation fees apply where students present a medical certificate for the day of the evaluation
4. Students can appeal any evaluation outcome (appeals are always free) or lodge a complaint if he or she feels that the evaluation was not fair.

Tuition Fees

Tuition fees must be paid in advance and before the beginning of a semester. Tuition fees do not cover charges for housing, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee of AUD 250 will be charged.

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 26 of 44

If the student fails to pay their fees before the beginning of the course, term or semester (whichever is applicable) he or she will be issued a NOTIFICATION OF OUR INTENTION TO CANCEL your enrolment **via email to your Skills Australia Institute email account** and a COPY mailed to your last known postal address.

Students will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel the enrolment. If the Skills Australia Institute has not received the student's payment within 20 working days after the receipt of the Notification of our intention to cancel, the enrolment will be cancelled. For more details, see Cancellation policy – initiated by the Skills Australia Institute.

If the student finds it difficult to pay the fees in time, then he or she must speak to the Student Support Officer at the Skills Australia Institute **BEFORE THE FEE BECOMES OVERDUE**. The Skills Australia Institute retains the right to refuse access to training and evaluations if the fees have not been paid or and where no payment plan has been signed. Failing to pay course fees on time may result in cancellation of the students' enrolment.

Payment Methods

Tuition fees must be paid in advance.

By Bank Cheque or Bank Draft: Make cheque payable to Skills Australia Institute

By Electronic Funds Transfer (EFT) to:

Bank: Commonwealth Bank of Australia
 Address: 413 Albany Highway, Victoria Park, Western Australia, Australia
 Account Name: Excellent Accounts Pty Ltd
 BSB: 066128
 Account Number: 10626125
 SWIFT Code: CTBAAU2S

Students are requested to quote their **Student Number** when transferring funds by EFT.

By Credit Card

Payable at Skills Australia Institute only.
 A credit card surcharge of 2% is added to the total amount payable.

By EFTPOS and Debit Card

Only payable at Skills Australia Institute
 A surcharge of 0.25% is added to the total amount payable.

Additional Fees and Charges

The following list shows additional fees and charges you may incur at Skills Australia Institute:

Administration:		
Cancellation fee		See Refund and Cancellation fee policy
Lost or Stolen ID Card (without police report)		AUD 15
Reprint of any testaments		AUD 50
Lost course material	At cost price	Printed booklets AUD 15

Photocopies black and white		AUD 0.20 per A4 page / single sided AUD 0.30 per A4 page / double sided
Photocopies color		AUD 2 per A4 page/single sided
Paper (per 500 pages)		AUD 5 Or 10c per page
Academic:		
Re-Evaluations	Theory re-evaluations	AUD 50 per evaluation
Re-Evaluations	Practical re-evaluations	AUD 120 – 300 depending on cost to Skills Australia Institute
Re-enrolments	Per unit, for units of one week or less	AUD 150
	Per week, for units of more than one week	AUD 150
Evaluation submitted after the due date (Late Assessments)		AUD 25 per assessment

*Fees may be subject to change at any time.

Recognition (Exemptions)

Recognition of Previous Learning (RPL)

This process encourages students to apply for recognition of their previous study, work, life and educational experience that match the units of competency, qualification or part qualification of modules within the training and assessment program.

If a student applies for recognition of existing skills and knowledge, then he or she will need to generate evidence to support the claim to be evaluated. Examples of proof may include; a preliminary discussion/interview, documentation such as diplomas issued by other training organizations, support letters from employers, job description, resume or summaries of previous training and development.

To apply for RPL, students can contact the Skills Australia Institute to discuss the skills recognition and evaluation possibilities. The student will receive a copy of the Recognition Information Kit (Form 23) and he or she will have to fill the form in the Recognition Application Kit (Form 22). On receipt of the completed form, an appointment will be made for further discussion of the RPL application.

Note* Recognition of Previous Learning may decrease the overall study time and affect the student visa.

Skills Australia Institute accepts the credentials issued by other training organizations operating under the Standards for Registered Training Organizations 2015; see Credit Transfer.

Credit Transfer

Credit transfer is where the student has finished units of competence from a current or previous training package that are comparable (through a mapping process) to those the student will be or are currently enrolled in. The credentials could be issued by another Registered Training Organization (RTO) and if the student is granted Credit Transfer then he or she does not need to complete that unit of study again.

To apply for Credit Transfer, students must complete the Credit Transfer form (available at Student Administration) and attach copies of the evidence (e.g. Statement of Attainment or Certificate) to show that

he or she has completed the unit. **Where possible this evaluation should occur before the students begin the new course.**

The Skills Australia Institute’s Credit Transfer Policy identifies that learning takes place not only through official studies at recognized training organizations but also through activities such as employer-based training and development and relevant life experience.

This policy supports granting unit credit to students with recognized Australian Qualification Framework (AQF) qualifications and Statements of Accomplishment issued by any other registered education provider, as required under Standard 3, clause 3.5, of the Standards for Registered Training Organizations (RTOs) 2015 “Recognition of Qualifications Issued by other RTO’s”.

Applications for RPL/Credit Transfer, which need no additional information will be evaluated and students will be informed of the outcome of the evaluation in writing within 10 working days of the receipt of the application with all necessary supporting documentation. The student will be notified in writing if any additional information is needed in support of the Credit transfer application.

It is a condition of the student visa that a student is enrolled in full-time study. Full-time study is defined as 20 hours per week for 36 weeks of the year or pro-rata, according to the requirements of the ESOS Act. If RPL or Credit Transfer is granted, the student may have to enroll in an alternate approved course to make up for the full-time study load. Skills Australia Institute must report any change of course duration to **DIBP/DES via PRISMS under section 19 of the ESOS Act.**

Note* If course credit is granted by the Skills Australia Institute before the Student Visa is granted then it will be specified on your eCOE i.e. the Confirmation of Enrolment with Skills Australia Institute. If the course credit is granted by Skills Australia Institute after the Student Visa is approved, the student will receive a report indicating a reduction of your course duration if any. Skills Australia Institute will adjust the course duration on PRISMS, which may affect the visa.

Skills Australia Institute provides a record of the RPL or Credit Transfer to the student within 15 business days and in extraordinary cases as soon as possible. The student must acknowledge his or her acceptance of the credit transfer in writing before the credit transfer can take effect. A record of the student’s acceptance will be kept in his or her personal file at the Skills Australia Institute.

Deferring, Suspending or Termination of Student Enrolment

Student deferrals, suspensions and terminations can be applied for in writing only, using the Course Variation Application form, which is available from www.skillsaustralia.edu.au and at the reception desk.

Definitions

- Deferring - postponing the beginning of the course before course commencement.
- Suspending – temporary postponement of student’s enrolment during the course.
- Termination – canceling the student enrolment from the course.

It is imperative to know that deferments, suspensions, and terminations may affect the student visa status and attract termination fees, or, where applicable, may affect the student refund. Please read the refund policy carefully to make an informed decision.

A deferral, suspension, or termination of the student enrolment can be initiated by a student or the Skills Australia Institute. All applications for deferment, suspensions, and terminations **MUST** be lodged 14 days or more in advance. The application will be considered within 10 business days of its receipt by the Skills Australia Institute.

*The Standard 13 of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2017 states:

Document Name: International Student Handbook		RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018	Page 29 of 44

‘Registered providers can only allow students to defer or temporarily postpone their studies, including granting a leave of absence, during the course through an official agreement under certain restricted conditions.’

The Right of Appeal

You have the right to appeal a decision by the Skills Australia Institute not to defer, suspend or cancel their studies. Skills Australia Institute will maintain the student’s enrolment until the internal and external complaints and appeals process is completed.

Deferral of enrolment - Student Initiated

A student can request for a deferment of his or her the course commencement by using the Course Variation Application form as follows:

Fill a Course Variation Application Form and submit it to the Student Support Staff, who will:

1. Deliberate on the application for deferment with the Skills Australia Institute Management;
2. Discuss the variations to the training plan with the student
3. Confirm the conclusion of the meeting in writing, and, if approved, provide the student with a copy of the new training plan
4. Inform the student whether his or her application for deferment affects the student visa;
5. Update the student file accordingly; and
6. Send the student a letter outlining the deferment details, and
7. Notify the Secretary of DES via PRISMS that the student’s enrolment has been deferred.

Note* A student may forfeit the current and subsequent semester refund if he or she requests for deferment.

Suspension of enrolment - Student Initiated

The Skills Australia Institute Management must approve the student’s application for suspension in writing before he or she can leave. The student must lodge a request for suspension using form 196, at least 10 business days before the requested suspension date (unless in an emergency – see ‘compassionate or compelling reasons’). The maximum accepted duration for suspensions is 2 study terms (20 weeks).

Fill up a Course Variation Application Form (form 196) and submit it to the Admissions Manager, who will:

1. Deliberate on the student application for suspension with the Skills Australia Institute Management;
2. Discuss the changes to the training plan with the student
3. Confirm the conclusion of the meeting in writing, and, if approved, provide the student with a copy of the new training plan
4. Inform the student whether his or her application for suspension affects the student visa;
5. Update the student file accordingly; and
6. Send the student a letter outlining the suspension details, and
7. Notify the Secretary of DES via PRISMS that the student’s enrolment has been suspended

Note* A student may forfeit the current and subsequent semester refund if he or she requests for suspension.

Deferment of enrolment - Skills Australia Institute initiated

The Skills Australia Institute may defer a student’s enrolment for a course if the course is not held on commencement date as specified in the Student Agreement.

The student will be informed about the changes to the course details and receive an option to either agree to the changes or to receive a refund, where applicable, as specified in the refund and cancellation policy outlined in this student handbook and available on our website www.skillsaustralia.edu.au.

Suspension of enrolment - Skills Australia Institute initiated

The Skills Australia Institute may suspend a student's enrolment for a course if a course is discontinued at any time after it starts but before it is completed.

The student will be informed about the variations in the course details and receive a refund, where applicable, as specified in the refund and cancellation policy outlined in this student handbook and available on our website www.skillsaustralia.edu.au.

Termination of enrolment - Skills Australia Institute initiated

The Skills Australia Institute may choose to defer, briefly suspend or cancel a student's enrolment in the following situations:

- Breach of the Skills Australia Institute Code of Conduct
- Non-payment of student fees
- Attack on another student or staff member
- Student has committed a crime
- Has not attended class nor contacted the Skills Australia Institute for a period of 10 business days or longer.

If Skills Australia Institute decides to defer, briefly suspend or cancel a student's enrolment, then the Skills Australia Institute will let the student know about its decision in writing. The Skills Australia Institute would like mention that the change in enrolment status may affect the student visa. The student has 20 business days to use the Skills Australia Institute's grievances and appeals process as outlined in this Student Handbook. A copy of all communication will be kept in student's file.

If the student decides not to access the grievances and appeals process, then the Skills Australia Institute will notify the Department of Education (DES) and the Department of Immigration and Border Protection (DIBP) that the student's enrolment has been deferred, temporarily suspended or terminated. If the student uses the grievances and appeals process, the suspension or cancellation will not take effect till the process is finished.

Transfer to another College

If a student wishes to be released from his or her studies at the Skills Australia Institute to transfer to another registered training provider within 6 months of commencing the first course of study, the student must inform the Admissions Manager of his or her intention to transfer at least 14 days before the transfer and submit a letter of offer from the other training provider.

The Admissions Officer and the CEO will meet to evaluate the student's request for transfer from the Skills Australia Institute to another registered provider where the first six months of the main study course are not yet over.

If the student's request for transfer is approved

- The Admissions Manager will issue a **letter of release** at no charge, but will be subject to the restrictions of the refund policy, and
- Inform the student that it is his or her responsibility to contact the DIBP to determine if a new student visa is required.

If the request for transfer is not approved, the Admissions Manager will

- Issue a written response including the reasons for the refusal, and
- Inform the student of his or her right to appeal the decision, and
- Place a copy of all relevant documents into the student's file.

Transferring from another College

The Skills Australia Institute will not enrol students transferring from another college before the student has completed six months of the principal course of study.

Students wishing to transfer from another college before the completion of the first six months of their principal course must present the Skills Australia Institute with a **LETTER OF RELEASE** from their training provider.

Exceptions to this rule are:

- The student's original registered training provider is no longer registered or the course in which the student had enrolled in is no longer registered.
- The student's original registered training provider has sanctions forced on its registration by the Australian Government or State or Territory Government that stops the student from continuing the original study course
- A Government Sponsor or the student believes the change will be in his or her best interest and provides evidence to back the change of college.

Grievance and Appeal Process

The Skills Australia Institute provides a grievances and appeals process that is clear, fair and impartial and refers the student to an independent external body if necessary.

As per the requirements of National Code and ESOS Act, the Skills Australia Institute grievance and appeal processes are:

- Available to all students
- Confidential
- FREE of cost
- Responded to within 10 business days of receiving an appeal or grievance.

The procedures set out hereinafter do not substitute or change processes or any other duties, which may arise under other policies or under the statute or any other law. Nothing in these processes restricts the rights of individuals to act under Australia's Consumer Protection laws. Also, these procedures do not demarcate an individual's rights to pursue other legal remedies.

Definitions:

Complaint or Grievance

Filing a complaint is a process of informing your dissatisfaction of the Skills Australia Institute's services, team members, facilities or any other area you are displeased with.

A grievance can be lodged either unofficially or officially. Any appeals related to an assessment outcome must be lodged within **14 days** of the date the original assessment outcome was given to the student. Appeals related to other issues must be lodged as soon as practical.

Unofficial Procedure

- a) The student can lodge an informal complaint and appeal orally, face-to-face, over the telephone or through a third party (friend, family member etc.) to any staff member at Skills Australia Institute.
- b) The staff members will attempt to resolve the student's grievance and appeal immediately if the matter lies within the range of duties and authority they have. In all other cases, the staff member receiving the student's complaint & appeal will refer the student to the Student Support Office.

Official Procedure

- a) An official complaint and appeal can be lodged with any staff member, in writing, over the telephone, via email or other methods of communication.
- b) The staff member the student approaches will ask the student if he or she wishes to lodge an official complaint and issue a Complaint & appeal Form (Form 6) or refer the student to the Student Support Officer, whichever the student prefers.
- c) The Student Support Officer will inform the student about the Skills Australia Institute's complaint and appeal process, including:
 - Assuring the student of his or her right to file a complaint without fear of being deprived or disciplined in any way;
 - Assuring the student of maintaining confidentiality in the matter and inform students of their right to view their submissions, reports and outcomes of a formal complaint at the student Support office during Skills Australia Institute's normal business hours;
 - Checking to see if the student needs a translator;
 - Allow the student to present his or her case **FREE of cost**;
 - Inform the student about his or her right to access the:

Overseas Students Ombudsman
<http://www.oso.gov.au/ombudsman@ombudsman.gov.au>
 Telephone: 1300 362 072
 Enquiries 9.00am, - 5.00pm Monday to Friday
 Information booklets from the Ombudsman are available at the Reception Desk
 - Notifying the student about his or her right to be escorted and helped by a support person of his or her choice at any relevant meetings;
 - Notify the student that the Skills Australia Institute will begin the complaints and appeals process within 10 business days of receiving the complaint;
 - Inform the student that the Skills Australia Institute will try and resolve your complaint and appeal and send a written statement of the result within **14 business days** of receiving the complaint.
 - Apprise the student of his or her right to file a complaint and appeal for external review, if the student is not satisfied with the outcome
 - Inform the student that the Skills Australia Institute will maintain his or her enrolment through the complaints and appeals process, including the external review process with the Overseas Students Ombudsman.
 - Inform the student about the entire process after his or her complaint and appeal has been received.
- d) The Student Support Officer or in the absence of the student support officer, the CEO, will hear the student's complaint and make a note of it in the complaint and appeal form (Form 6) and in the Student Database (ebecas).
- e) The Student Support Officer inspects and communicates with the relevant staff members (also the Chief Executive Officer if staff conduct is involved) to gather information about the student's complaint. The Student Support Officer will prepare a case file to present to the Skills Australia Institute Management.
- f) Skills Australia Institute Management will decide about the student's complaint.
- g) Once a resolution is reached, the Student Support Officer will prepare a draft letter and then submit it to the Chief Executive Officer for approval;
- h) Once approved, the student will be given a copy of the resolution, where the student is invited to acknowledge his or her satisfaction with the outcome or otherwise. The student is invited to make his or her intention to access the Skills Australia Institute's external appeal process.
- i) If the student is satisfied with the outcome, the relevant files will be updated and the case will be closed.
- j) If the student is not satisfied with the outcome, then he or she has the right to access the Skills Australia Institute's external review process with Overseas Students Ombudsman.

Appeal

An appeal is a process of informing the Skills Australia Institute about your dissatisfaction with a decision made by the Skills Australia Institute. The decision maybe about an assessment outcome, a complaint outcome, a decision not to defer the student's course or any other decision made by the College.

Appeals related to an assessment outcome must be filed within 14 days from the date the original assessment outcome is given to the student. Appeals related to other matters must be lodged as soon as practical.

To appeal an assessment outcome the student must first discuss his or her assessment outcome with the trainer. If the student is unable to resolve the matter or chooses not to discuss the matter with the trainer, he or she can lodge an appeal in writing using the Grievances and Appeals form.

Appeal Procedure

a) An appeal can be filed verbally with the Student Support Officer or in writing using the Grievances and Appeals form. The Student Support Officer can help the student in completing the form

b) The Student Support Officer will invite the student to a meeting to inform him or her about the Skills Australia Institute's appeal process, including

1. Assuring the student of his or her right to file a complaint without fear of being deprived or disciplined in any way;
2. Assuring the student of maintaining confidentiality
3. Checking to see if the student needs a translator;
4. Allow the student to present his or her case FREE of cost
5. Informing the student about his or her right to be escorted and helped by a support person of the student's choice at any relevant meetings
6. Informing the student that the Skills Australia Institute will begin the appeal process within 10 business days of the date on which the appeal was filed.
7. Inform the student that the Skills Australia Institute will attempt to respond to his or her appeal within 15 business days from the date the appeal was filed.
8. Inform the student about his or her right to lodge an appeal or complaint with the

Overseas Students Ombudsman

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

ombudsman@ombudsman.gov.au

Telephone: 1300 362 072

Enquiries 9.00am, - 5.00pm Monday to Friday

Information booklets from the Ombudsman are available at the Reception Desk

9. Inform the student that the Skills Australia Institute will maintain the enrolment throughout the appeal process, including the complaints process with the Ombudsman
10. Inform the student about the process mentioned below after a complaint has been received:
 - The Student Support Officer, or in the absence of the Student Support Officer a Director, will accept the student's appeal form (Form 77) and make a note of the complaint in the Student Database
 - The Student Support Officer will investigate and communicate with the relevant staff members (and the CEO if staff conduct is involved) to gather information about the student's appeal.
 - Student Support Officer will prepare a case file to present to the Senior Management
 - The Senior Management will determine the outcome of a student's complaint
 - The student support officer will draft a letter with the resolution and submit it to the Chief Executive Officer for approval
 - Once approved, the student will be given a copy of the resolution, where the student is invited to acknowledge his or her satisfaction with the outcome or otherwise. The student is invited to make his or her intention to access the Skills Australia Institute's external appeal process.

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 34 of 44

- If the student is satisfied with the outcome, the relevant files will be updated and the case will be closed.
- If the student is not satisfied with the outcome, then he or she has the right to access the Skills Australia Institute's external review process with Overseas Students Ombudsman.

The procedures set out hereinafter, do not substitute or change processes or any other duties, which may arise under other policies or under the statute or any other law. Nothing in these processes restricts the rights of individuals to act under Australia's Consumer Protection laws. Also, these procedures do not demarcate an individual's rights to pursue other legal remedies.

Overseas Students Ombudsman

Things a student should know about the external review process with the Overseas Students Ombudsman.

- In Australia, every student has the right to complaint & appeal.
- The Overseas Students Ombudsman's services are FREE.
- In some cases, the Ombudsman may decide not to investigate the student's complaint and appeal. This may happen where another organization can help the student or he or she has not spoken to the education provider about the complaint.
- If the Ombudsman decides not to investigate, they will inform the student the reason for refusal and refer him or her to another organization that can help.
- The Ombudsman is independent and impartial. If they decide to investigate the student's complaint and appeal, then they will contact the Skills Australia Institute and ask for details of the incident.
- They will treat the student's information with privacy and respect, and collect, store, use and disclose the student's personal information in accordance with Australian privacy laws.

If they find that the education provider has made a mistake or acted unfairly, they may ask the Skills Australia Institute to:

- apologise to the student
- alter or reassess a decision
- modify their policies or procedures
- take some other action

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Skills Australia Institute must instantly implement any decision and/or corrective and preventive actions required and advise the students of the outcome. The final verdict of the external appeals process must be abided by both parties.

How to make a complaint with the Overseas Students Ombudsman:

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

Inquiries: 9:00 am to 5:00 pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight

Time when daylight savings is in effect)

Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.

Postal: GPO Box 442 Canberra ACT 2601.

National Relay Service: TTY or modem users phone 133 677 and quote 9220 7555. Voice-only (speak and listen) users phone 1300 555 727 and quote 9220 7555.

Interpreter Service: Translation and Interpreter Services (TIS) National is available on 131 450.

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 35 of 44

Translation: This Information Sheet is available in other languages. Go to 'Publications' at <http://www.oso.gov.au/> for details.

Information booklets from the ombudsman are available at the Skills Australia Institute Reception Desk and in the Student Support Office.

Refund and Cancellation Policy

General Information

- All *Cancellations and Requests for Refund* must be submitted using the **Course Variation Form, together with the Refund Application Form**, which is available at the Reception Desk or via the Skills Australia Institute website www.skillsaustralia.edu.au
- In case of a cancellation by the student or the Skills Australia Institute, any outstanding fees to Skills Australia Institute become due within 7 (seven) days.
- The costs incurred by the Skills Australia Institute for unpaid fees, may be recovered as a debt by action in a court of competent jurisdiction.
- The Skills Australia Institute will not release any testaments to students until all outstanding course fees have been paid.
- All amounts referred to in the Refund and Cancellation Fee Policy are in Australian Dollars (AUD).
- Where a refund is approved by the CEO, and is not due to the College defaulting, the Skills Australia Institute will make a payment of the refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated on the Refund Application Form.
- No refunds will be paid to a third party (a person other than the student), unless the student requests in writing that the refund is to be transferred to another bank account.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated. This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

Table of Refund Specifications and Cancellation Fees for International Students

Refund and Cancellation Policy			
Reason for Refund	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less cancellation fee	\$250 Administration Expenses
Student Default Student with a student visa withdraws Or Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% or \$1000 (whichever is the lesser)
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of a semester fee	30% of semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee plus 10% or \$1000 (whichever is the lesser)
	After semester/course commences	No Refund	100% of semester fee

Note: A student who has **paid** for more than two semesters in advance and pulls out during a semester and more than four weeks before the start of the following semester, he or she will get no refund of fees for the present semester. The student will get at least 70 percent of the subsequent semester's fees and a full refund of fees paid for any successive semester; less cancellation fees.

Study Period = The Study Period is as outlined in the Offer Letter as part of the Payment Agreement. At Skills Australia Institute, we have two (2) study periods: A Semester is equal to two (2) Terms.

Term: 13 weeks = 10 weeks' study + 3 weeks' holidays

Semester: 26 weeks = 20 weeks' study + 6 weeks' holidays)

Student Default occurs when:

- the course starts at the site on the approved starting day, but the student does not start the course on that date (and has not pulled out before that date); or
- the student pulls out from the course at the site (either before or after the decided opening day); or
- the registered provider of the course refuses to deliver, or continue providing, the course to the student at the site because of one or more of the following events:
 - the student fails to pay an amount he or she is liable to pay the institute, either directly or indirectly, to undertake the course;
 - the student has breached a condition of his or her student visa;
 - breach of the Skills Australia Institute Code of Conduct.

Refunds after Skills Australia Institute Default

In the unlikely event of the Skills Australia Institute default, **within 14 days of the default**, the Skills Australia Institute will:

- Either offer the student an alternative place at Skills Australia Institute's expense, that is accepted by the student in writing; or
- Refund the unused portion of the prepaid fees to the student.

If Skills Australia Institute cannot offer a refund or enrol the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.aei.gov.au), who will transfer the student in a suitable substitute course or if an appropriate course cannot be found, pay a refund as intended by the TPS Administrator.

Health & Safety on Campus

The Occupational Safety and Health Act 1984 prescribes the employer's duty of care to provide a safe and healthy working environment for all its employees, and the employee's duty of care to take reasonable care of the well-being and protection of others in the work place. This includes the provision of:

- A workplace that is safe to work in
- Adequate staff training to include topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained amenities and equipment
- Including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required
- A clean and suitably designed work place with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Do not smoke on campus and at work-based training venues
- Do not consume alcohol on campus and at work-based training venues
- Do not consume illegal drugs on campus and at work-based training venues
- Maintain a safe, clean and well-organized, working environment
- Implement the processes and practices, that comply with the State and Local Government Health regulations.
- Store and dispose of waste according to health regulations

- Clean walls, ground and work surfaces must meet health and safety standards without causing damage
- Check all gear for upkeep, and sent a request to get the equipment repaired if needed.
- Store equipment safely
- Detect fire threats and take safety measures to prevent fire
- Safe lifting and carrying techniques used
- Ensure student safety always
- Make sure the process for operator safety is always followed
- All dangerous conditions are documented and reported
- Have regular fire drills and deliver first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any recognized Occupational Health and Safety hazard to the appropriate staff member as required

Overseas Student Health Cover (OSHC)

An Overseas Student Health Cover (OSHC) is **COMPULSORY** insurance that provides cover for the costs of medical and hospital care, which all international students need while in Australia and is mandatory for international student visa holders. An OSHC also includes the cost of emergency ambulance transport and several treatment drugs.

How does a student get an OSHC?

A student may be asked for an OSHC payment in the education offer package he or she receives from the chosen education provider, if they have a preferred provider agreement and don't need to complete an official application form. If not, the student may need to fill up an Application for OSHC, which is available from registered OSHC providers and most educational institutions. The local education advisor can lodge the OSHC form and payment while processing the student's enrolment to study in Australia.

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

Students can also get an additional cover in the form of Extra OSHC and students who were unable to previously access OSHC, can now have access to Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries where Governments may have Reciprocal Health Agreements for students in Australia.

Note* Only some Reciprocal Health Agreements cover students in Australia, while some cover visitors only. Students should determine if they are eligible before applying for a Visa to travel or study in to Australia.

Further information on the OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

If a student comes to Australia on a Visa other than a student Visa and undertakes a **short course of study of three months' duration or less**, he or she will not be eligible for an OSHC. It would be wiser to buy a travel or private medical insurance in this case.

What is the student covered for?

The OSHC offers protection to international students for medical expenses, like that given to Australians through Medicare. Moreover, the OSHC contains access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more please visit: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 38 of 44

How can a student use the OSHC card?

If the student needs to visit a doctor or medical centre, he or she can show the OSHC card at the end of the visit. The student will be charged the doctor's fee and the government fee component that **may** be handled by the medical centre. If the medical centre is not able to process the government fee, the student can pay the total amount, keep the receipt and then claim the government fee back from the OSHC provider.

How to make a claim?

Please visit: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

Renewal information

Please visit: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

Managing Finances

Initial Expenses

This is an example of some of the expenses a student might come across when he or she first comes to Australia:

Expense	Estimated Cost
Temporary accommodation	\$ 350 - \$ 500 /week
Rental bond (four weeks rent @ \$150-\$200/week)	\$ 600 - \$ 1,000
Advance rent (two weeks @ \$150-\$200/week)	\$ 300 - \$ 400
Electricity connection	Normally free with 2-year agreement*
Telephone connection	Normally free with 2-year agreement*
Gas connection	Normally free with 2-year agreement*
Internet connection	Normally free with 2-year agreement*
Mobile phone and/or network sim card	Normally free with 2-year agreement*
Household items, e.g. furniture, crockery, etc.	\$100 - \$500
Transportation	\$100 - \$150/ month
Textbooks & Educational Expenses	\$ 50 - \$ 200
Insurance – house, car, health	Depends
TOTAL:	\$ 1,500 - \$ 3,000

Ongoing Expenses

Once the student is done fixing the housing, he or she will need to budget for ongoing costs. This is an example of monthly expenses a student may have if he or she lives in **SINGLE accommodation** (costs will reduce if you decide on shared accommodations)

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$ 150/week)	\$600
Food (four weeks @ \$50-150/week)	\$250
Electricity	\$30
Gas	\$30

Telephone	\$30
Internet	\$30
Mobile Phone	\$30
Transportation	\$100
Entertainment	\$100
Educational	\$100
Insurance – health, house, car	\$40
TOTAL:	\$ 1340

Setting up a Bank Account

A student can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Students should research thoroughly to get the best deal.

To open a bank account, you will need:

1. Your passport (with arrival date stamped by Australian immigration)
2. Student ID card
3. Money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is essential to establish the student's identity as the person who will be named in the account. The passport and proof of your arrival date in Australia will be acceptable as 100 points, if an account is opened **within six weeks** of arrival in Australia. After 6 weeks of arrival in Australia the student will need to produce additional documentation. As a student, you will be able to open an account with different benefits for students. Many banks have 'Student Accounts', which contain no or minimal transaction fees that might normally be attached to regular savings accounts. The student will also require the student ID card from the education institution to prove he or she is a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see: <http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. When a student is setting up an account he or she can request for these services from the bank.

Bank & ATM Locations

Please visit given below website and find Banks & ATMs nearest to you in Perth:

www.lookatwa.com.au/AboutPerth/banks.html

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day**. However, students should be aware of their personal safety while accessing cash from an ATM at night in quiet areas where there are not many people around.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card, which is available with most bank accounts. A student can also use the ATMs to get an account balance and transfer money into other accounts.

Some ATMs also allow people to deposit cash and cheques into their accounts. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

You will be given a PIN (Personal Identification Number), which you must enter in the ATM to access your account. The PIN is important and allows you to access your account so, make sure you do not tell anyone your PIN number. A bank or trustworthy business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Make sure no one is observing over your shoulder when you enter your PIN.

Follow these general rules for **ATM safety** at night:

- Have the card ready when you visit the ATM to curtail time spent when you approach the machine;
- Keep a check on your surroundings near the ATM and if you feel there's anything suspicious, try using another machine. (report any suspicions to the police);
- Try and use another ATM, if you find anything apprehensive around the ATM you considered first or use an off-street ATM;
- Remember, you can also use EFTPOS to draw money at several places, like the supermarkets and service stations;
- Use internet or telephone banking in case you want to check your account balance or transfer funds between accounts, instead of visiting an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), inform your bank immediately. This will enable your bank to put a stop on your card instantly so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number to report a loss of card – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank. (Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

The first fundamental rule of safety when carrying money is:

"Don't carry large amounts of cash!"

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

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

EFTPOS

Short for 'Electronic Funds Transfer at Point of Sale', EFTPOS terminals can be found where goods or services are sold, for example, at supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. Instead of paying cash, use your ATM card to pay for your purchases through EFTPOS. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn, which may depend on the amount that is spent at the store.

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 41 of 44

When paying by EFTPOS, you also use your PIN to access your account. Follow the same rules about PIN confidentiality and not giving to anyone else. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Paying Bills

Most bank accounts offer several easy options to pay bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically e.g. phone and Internet banking and direct debits.

A note of caution on direct debits – they are a convenient way to pay every day bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come after your pay goes in, or, you could have an overdrawn account or a dishonoured payment – both can cost you money.

Working in Australia

Permission to Work

It is important to understand that a student is not allowed to work until he or she has started the course. Students can work up to 20 hours a week while the course is in session (excluding any work undertaken as a registered component of your course, such as work based training). Students can work unlimited hours during scheduled course breaks.

Note* The work must not be during scheduled classes and scheduled work-based training. The work should not prevent a student from studying.

If a student has difficulties in finding suitable work, he or she can contact the Student Support Office; they will be pleased to help the student find suitable employment.

Accessing your visa information

Your visa information is held electronically and you can access it at any time using the **Visa Entitlement Verification Online (VEVO)** system.

Note* Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see: www.immi.gov.au/e_visa/evo.htm

Finding Work

Students may find it difficult to find work in Australia since they will be joining other Australians in their search; therefore, they should not depend on the income from employment when planning to pay for living expenses. There is no guarantee that employment companies will find work for a student. The Student Support Officer at Skills Australia Institute will also be able to help students find a job.

There are many ways to find a job in Australia:

Newspapers

Skills Australia Institute Notice Board

Online - try these online companies:

www.seek.com.au

www.careerone.com.au

Earning an Income

Getting a Tax File Number

Students must get a Tax File Number to be employed in Australia. A tax file number (TFN) is an exclusive reference number to Australian tax system. When the student starts work, the employer will ask him or her to complete a tax file number declaration form. If the student does not provide a TFN, his or her employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

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

Tax Returns

The **Australian Taxation Office (ATO)** manages the taxes. The tax a student pays will depend on how much you earn. If the student pays too much tax you are entitled to a refund. To get a refund the student needs to lodge a tax return. This can be done online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If the tax return is lodged by e-tax the refund is normally issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are filed at the end of every Australian tax year i.e. 1st July to 30th June.

Superannuation

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

Check your eligibility to claim superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia. Students will need to give the details of their superannuation fund. (Source: Australian Taxation Office)

Personal Safety tips

- Travel in groups or with a companion wherever possible.
- When walking alone, do not wear headphones. It is good to be able to hear what is happening around you.
- **Keep valuables such as mobile phones, laptops, and iPods out of sight and stay aware of your surroundings when travelling on public transport.**
- Outside of peak times and at night, travel in the front carriage of the train nearest to the driver. Where possible do not travel in empty carriages.
- Check Public Transport timetables in advance. Avoid long waits on platforms and around Public Transport hubs. If you do have a long wait, stay in well-lit areas or near open shops.
- Walk in well-lit areas even if it means your trip is longer, Avoid short cuts through dark isolated areas.
- If you feel threatened in any way while walking on the street go to a shop or a house with its lights on (if at night) and ask for police to be contacted.

Other useful information

For more useful information relating to your stay in Australia, we recommend you visit the following websites:

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

<http://www.mscwa.com.au/>

<http://pertheducationcity.com.au/English/>

Document Name: International Student Handbook	RTO: 52010	CRICOS Code: 03548F
Version: 1.1	Approved on: 30-06-2017	Review Date: 30-06-2018
		Page 43 of 44