



International Student Handbook

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Introduction

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 assist you to attain the skills essential to be employed in your preferred industry.

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!

Vishal Chaudhary
Chief Executive Officer

About your Student Handbook

Skills Australia Institute has two (2) Student Handbooks:

- 1) **Student Handbook – International (THIS VERSION):** This is specifically designed for student visa holders (International Students).
- 2) **Student Handbook – Domestic:** This is specifically designed for ‘Local’ students (non-student visa holders).

A copy of the Student Handbook is provided as part of our Enrolment Process with your offer letter to ensure you have received sufficient information to make an informed decision. Another copy is emailed to you with your invitation to the compulsory Orientation program. It is important that you read and understand the contents of the Student Handbook before course commencement.

Once printed, the Student Handbook might be outdated. Please check the version control number on the left hand corner and check whether an updated version is available. You can access the most up-to-date version of the Skills Australia Institute Student Handbooks at any time via our website (www.skillsaustralia.edu.au) or simply request a soft copy or printed copy from the Student Services Team.

If you do not understand any part of the Student Handbook or you would like any sections explained to you, please contact our Student Support Officer in Perth on P: **+61 8 6148 1300** or E: studentservices@skillsaustralia.edu.au, Adelaide on P: **+61 8 8120 4186** or E: studentservices@skillsaustralia.edu.au or in person at any of our Campuses.

This version of the Student Handbook is for International Students. Skills Australia Institute is a Registered Training Organisation (RTO) and a CRICOS Registered Provider. We are also registered with the Australian Skills Quality Authority (ASQA). Skills Australia Institute is required to be compliant with the VET Quality Framework and the ESOS legislative framework. We are responsible for the quality of training and assessment in compliance with the above standards and for the issuance of the AQF (Australian Qualifications Framework) certification documentation.

This Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

ESOS Legislative Framework:

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

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

<https://www.legislation.gov.au/Details/F2017L01182>

The Standards for Registered Training Organisations (RTOs) 2015

<https://www.legislation.gov.au/Details/F2017C00663>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

<http://cricos.education.gov.au>

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To assist you with both Academic and Non-Academic matters, Skills Australia Institute employs Student Support Officers who are available to help and support students. Please contact the Student Services Team, or see any of our Staff Members, if they can't help you, they will refer you to someone who can! We have International Student Support Officers available at each campus; further information is available on page 11.

Definitions

AQF:	Australian Qualifications Framework
ASQA:	Australian Skills Quality Authority
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students
DHA:	Department of Home Affairs
OSHC:	Overseas Student Health Cover

General Information about Skills Australia Institute

Skills Australia Institute Administration and Contact Numbers

Perth Campuses	Adelaide Campus
230 Railway Parade (Head Office) Cannington WA 6107 10 Victoria Avenue Perth WA 6000 Phone: +61 8 6148 1300 Fax: +61 8 6148 1310 Email: info@skillsaustralia.edu.au Web: www.skillsaustralia.edu.au	Level 1 East 50 Grenfell Street Adelaide SA 5000 Phone: : +61 8 8120 4186 Email: info@skillsaustralia.edu.au Web: www.skillsaustralia.edu.au
For Emergencies, contact 1300 118 368	

Key Personnel

Chief Executive Officer	Vishal Chaudhary	vishal.chaudhary@skillsaustralia.edu.au
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Student Services Team and Official International Student Point of Contact

At all times, you can talk to any of our Staff and they will direct you to the right person to get assistance. Student Support Officers have received special training in relation to your rights and obligations. Feel free to contact them during office hours.

Student Services Team Email Addresses

Student Support Officers (Perth)	studentservices@skillsaustralia.edu.au
Student Support Officers (Adelaide)	
Accounts	finance@skillsaustralia.edu.au
Admissions Officers	admissions@skillsaustralia.edu.au
Marketing Officers	marketing@skillsaustralia.edu.au

Student Services Team Office Hours

The available times for the Student Services Team for all campus are as follows:

Monday	8.00am – 5.00pm
Tuesday	8.00am – 5.00pm
Wednesday	8.00am – 5.00pm
Thursday	8.00am – 5.00pm
Friday	8.00am – 5.00pm

Contacting the Student Services Team - via email

All emails for the Student Services Team, should be sent to studentservices@skillsaustralia.edu.au, and should be sent from your Skills Australia Institute email account.

Please be aware that responses to email queries may take up to 72 hours, Monday to Friday, longer response times may apply for emails sent over the weekend or on Public Holidays. All responses will be sent to your official Skills Australia Institute email account, regardless of what address they have been sent from. If you have not received a response, or require a more urgent response, we suggest that you contact us via telephone (Perth) +61 8 6148 1300 or (Adelaide) +61 8 8120 4186 or in person at any one of our Campuses.

Supporting Individual Learners

Skills Australia Institute caters to a diverse range of learners needs and aims to identify and respond to the support needs of individual students prior to course enrolment (Standards for RTOs clause 1.7).

Students are encouraged to express their views about their learning needs at the enrolment stage using the International Student Application Form and Learner Needs Questionnaire. The Skills Australia Institute Training and Student Support teams are also trained to identify additional support needs of students throughout the course of their enrolment.

Skills Australia Institute is committed to providing students with additional support, advice or assistance throughout their training. To achieve this, and to ensure the quality of the delivery of training and assessment, we provide our student's with Support Services to maximise your chance of successfully completing your training. Student individual needs could include but not be limited to:

- Training flexibility and adjustment due to personal circumstances
- Access to resources, technology and campus facilities
- The need for referral to additional support services (financial hardship, addiction or counselling support services)
- Financial support services (i.e. payment plans)
- Medical/Disability needs
- Language, Literacy and Numeracy support

If you did not declare the need for additional individual support services during the enrolment process and would like to discuss your needs with our team, please see one of our friendly Student Support team.

Student Support Services

Student Support Officers are available at all campuses and can assist with all matters relating to academic and non-academic student welfare issues. You may also request additional support from your Trainer throughout your studies. The Student Support Officers can advise you in all aspects of student life. The Student Support Officers are available to discuss and support you with issues including, but not limited to:

- Support services available to assist you to adjust to study and life in Australia;
- English language and study assistance programs;
- Emergency and health services;
- Any relevant legal services;
- Skills Australia Institute's facilities and resources;

- Requirements for satisfactory course progress;
- Support in finding accommodation;
- Skills Australia Institute's complaints and appeals process;
- Support services available for you concerning general or personal circumstances that may adversely affect your education in Australia;
- Learning pathways and possible RPL opportunities;
- Provisions for special learning needs, special cultural/religious needs or special dietary needs.
- Support with creating a resume, interview skills and finding work.

Please note that Skills Australia Institute may refer you to a third party (i.e. doctors, counsellors) as appropriate. For further information for services provided and/or please see the below sections:

Support services available to assist you to adjust to study and life in Australia

Skills Australia Institute Student Support Officers can provide assistance or refer you to the right source of information to help you adjust to life in Australia. This includes but is not limited to:

- **Working in Australia** – It is important that your primary purpose in Australia whilst on a student visa is to study. Our Employment Liaison Officers who have close ties with industry can assist you in your job search for employment during your studies (page 31 in this handbook).
- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation.
- **Personal Safety Tips** – Including advice on how to look out for scams.
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills.
- **Fair Work Ombudsman** - This free service is available to all Students to assist enquiries/complaints concerning both vocational placements and paid work.
- **Consumer Protection** – The Australian Consumer Law protects international students when studying in Australia.
- **International Student Guide (Insider Guide)** – This guide provides advice and direction for International Students when moving to Australia. It is provided to all students as part of the orientation program and includes help and advice on accommodation, communication, money/banking, employment, studying, culture, health and transport. The guide is available at Skills Australia Institute campuses or you can download a copy at the following link <http://insiderguides.com.au/international-student-guides/>.
- **Airport Reception and Accommodation Placement Service*** – Airport reception and accommodation services (Skills Australia Institute partners with the Australian Homestay Network (AHN)) are available for when you first arrive into Australia.

Student Counselling Service

Skills Australia Institute will refer to completely free Counselling Service for all enrolled students. Students often use the Counselling Service when they want to talk about adjustment to life in full time study and/or Australia, coping with homesickness, work load pressures, reducing stress, overcoming procrastination, relationship issues, or family problems.

The Student Counselling Service aims to encourage academic success and to assist students to increase their enjoyment of study and campus life, by helping to reduce the effects of stress and anxiety caused by study, personal or family pressures.

Students can contact for advice on free counselling service by either:

- Appointment via a Student Services referral or by emailing studentservices@skillsaustralia.edu.au; or
- Visiting the Skills Australia Institute during office hours
- Please note the email service may not be confidential and to discuss confidential information, it is recommended that you make an appointment via Student Services.

Referring to a Service**

The Skills Australia Institute Student Services team can provide you guidance/direction for any other service that you might need. This may include but is not limited to the following:

- **Legal Services** – If you require legal advice, Skills Australia Institute recommends the following providers of affordable legal services:
 - Tan & Tan Lawyers
Phone: (08) 9221 2888
Email: ask@tanandtanlawyers.com
Address: Unit 6/78 Terrace Road, East Perth, WA 6004
Website: www.tanandtanlawyers.com.au
 - Lex Legal
Phone: (08) 9221 6366
Address: Level 3, 231 Adelaide Terrace, Perth WA 6000
Website: <https://lexlegal.com.au/en/>
 - Nick Xenophon & Co. Lawyers
Phone: (08) 8336 8888
Email: admin@xenlaw.com.au
Address: 653 Lower North East Road, Paradise SA 5075
Website: www.xenlaw.com.au
 - Stokes Legal
Phone: (08) 8444 7777
Email: info@stokeslegal.com.au
Address: 777 Port Road, Woodville SA 5011
Website: www.stokeslegal.com.au
- **Overseas Student Health Cover (OSHC)** – We can assist you to arrange OSHC with any of the following providers or you can arrange directly via the following web links:
 - NIB – Website www.nib.com.au
 - BUPA – Website www.bupa.com.au
 - Medibank – Website www.medibank.com.au
 - Allianz – Website <https://allianzassistancehealth.com.au/en/>
 - HBF – Website www.hbf.com.au
- **Driver's License Application or Enquiries** – For all drivers' license enquiries, we can assist you to find your local branch or you can contact the following directly:
 - **Perth** - Department of Transport – Driver and Vehicle licensing centres are available throughout Perth, for your local branch please visit the following Website www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp
 - **Adelaide** - Department of Transport – Driver and Vehicle licensing centres are available throughout Adelaide, for your local branch please visit the following Website www.dpti.sa.gov.au

- **Real Estate Agents** – We can recommend the following real estate agents to assist you in finding rental accommodation whilst studying in Australia:

Perth:

- Harcourts – Website <https://harcourts.com.au/Property/Rentals>
- Realmark – Website www.realmark.com.au/
- L.J. Hooker – Website www.ljhooker.com.au/rent
- Peard – Website www.peard.com.au/real-estate/rent

Adelaide:

- Ray White – Website www.raywhiteadelaidegroup.com.au
- Fox Realestate – Website www.foxrealestate.com.au
- City Realty – Website www.cityrealty.com.au
- Professional Port Adelaide – Website www.portadelaideprofessionals.com.au

- **Banking Services** – For all your banking needs we can give you direction to your local branch of the following four Australian banks:

- Commonwealth Bank - www.commbank.com.au
- National Australia Bank (NAB) – www.nab.com.au
- Westpac – www.westpac.com.au
- ANZ – www.anz.com.au

- **Community Services** – Each local shire (council) in Australia provides community services and facilities. Come and see our Student Services Team for assistance and direction to your local shire depending on where you live (see figure 1 below outlining relevant shire services near each of our campuses). Services can include but are not limited to:

- Public Library's
- Noise Management
- Health and Wellbeing
- Childcare
- Community Safety and Surveillance
- Rangers
- Arts, Culture and Heritage
- Community Facilities (i.e. Sports and Recreation)

- **Emergency and Support Services** – The following support services are detailed in this handbook:

- Emergency Services – Police, Fire and Ambulance services
- Skills Australia Institute Emergency Line
- State Emergency Service
- Lifeline – Counselling service providing a 24-hour a day service
- Poisonings Information Line
- Translation and Interpreting Service

- **Overseas Student Ombudsman** – This free service is available to International Students to assist with complaints about problems that overseas students have with private education and training institutions in Australia. <https://www.ombudsman.gov.au/complaints/international-student-complaints>

**Please note, whilst all organisations listed above are recommended by Skills Australia Institute, further options are available in the Perth and Adelaide Metro area which may not be included on this list.

Skills Australia Institute Campus	Council	Services
Perth Campus	City of Perth www.perth.wa.gov.au	City of Perth Library (573 Hay Street, Perth, WA 6000) Tel: (08) 9461 3500 Email: perth.library@cityofperth.wa.gov.au Website: www.visitperth.com.au/see-and-do/libraries/Venues/city-of-perth-library
		City of Canning Libray (233 Sevenoaks Street, Cannington WA 6107) Tel: (08) Phone: (08) 6350 7350 Website: https://www.canning.wa.gov.au/places-and-events/places-to-learn/canning-libraries
		Emergencies: Police/ Fire/ Ambulance (life Threatening) - 000 Local Police (Non-Threatening) – Tel: 131 444 CCTV Surveillance – Tel: (08) 9461 6666 State Emergency Service (SES) – Tel: 13 25 00 Western Power (Emergencies & Power Interruptions) – Tel: 13 11 51 Gas (Emergencies & Faults) – Tel: 13 13 52 Water (Emergencies, Faults & Security) – Tel: 13 13 75
		City of Perth Parking www.cityofperthparking.com.au/
		Visit Perth including see/do, eat/drink, stay, transport, maps/guides, events and business directory www.visitperth.com.au/
Adelaide Campus	City of Adelaide www.cityofadelaide.com.au	Adelaide City Library (Rundle Place, 77-91 Rundle Mall, Adelaide, SA 5000) Tel: (08) 8203 7990 Website: www.cityofadelaide.com.au/community/library-services/
		Emergencies: Police/ Fire/ Ambulance (life Threatening) – Tel: 000 Local Police (Non-Threatening) – Tel: 131 444 Poison Information – Tel: 13 11 26 SA State Emergency Service – Tel: 13 25 00 SA Water Customer Service – Tel: 1300 650 950
		City of Adelaide Parking www.cityofadelaide.com.au/transport-parking/parking
		Visit Adelaide including see/do, eat/drink, stay, transport, maps/guides, events and business directory www.southaustralia.com/palaces-to-go/adelaide

Student Requests

In addition to the above services, the Student Services Team can process the requests listed below in any campus or via email (studentservices@skillsaustralia.edu.au). This may include but is not limited to:

- **Questions and Enquiries** – Student services are available during operating hours in any campus (face to face/email/telephone) to answer any questions or queries you may have. We can direct you to the right person any enquiry, this may include but is not limited to; course/visa (admissions officer), scheduling (administration officer), re-enrolment (student support officer) and fees/payment plan (finance officer).
- **Course Variation Application Form** – If you need to request changes to your course/ commencement date, cancel your enrolment or would like to move to another RTO.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation letter/ WBT confirmation letter/ release letter/ change in timetable/ request leave during a study period.
- **Application for Deferment** – If you would like to request a deferment to your course.

- **Complaints and Appeals Form** - If you are not satisfied with the outcome of any Skills Australia Institute decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Team, or via our website. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly at the campus or via email (finance@skillsaustralia.edu.au) or telephone (Perth: 08 6148 1300 or Adelaide 08 8120 4186) if you would like to arrange a payment plan.
- **Application for Qualification or Statement of Attainment** – If you wish to apply for your Qualification or Statement contact the Student Services.
- **Recognition of Prior Learning (RPL) / Credit Transfer** – If you wish to apply for Recognition of Prior Learning (RPL) / Credit Transfer this process is detailed in the Skills Australia Institute RPL and Credit Transfer Policy and Procedures.

Location of training venues

Your schedule is available via the Student Portal, and will clearly identify the Training Venue and Room for your course/units. To identify how to reach your training venue from your place of residence in Western Australia, visit the Perth Transport website at www.transperth.wa.gov.au. The website will produce a number of options on how to reach your training venue in time, from your place of residence in Western Australia. If you need assistance please contact our Student Services Team. During Orientation we will include a tour of the campus related to your studies.

To identify how to reach your training venue from your place of residence in South Australia, visit the Adelaide Metro website at www.adelaidemetro.com.au. The website will produce a number of options on how to reach your training venue in time, from your place of residence in South Australia. If you need assistance please contact our Student Services Team. During Orientation we will include a tour of the campus related to your studies.

Parking:	No student parking is provided at Perth Campus. There are numerous ticketed car parking locations close to both campuses, check City of Perth Parking for more information. Limited free parking is available at Cannington campus.
Parking:	No student parking is provided at the Adelaide Campus. There are numerous ticketed car parking locations close to the campus, check City of Adelaide parking for more information.

Skills Australia Institute Intake Dates

Please visit www.skillsaustralia.edu.au to verify the student intake dates.

Campus Resources

The campus you will undertake the majority of your studies in is as detailed in your International Student Offer Letter. Skills Australia Institutes have three (3) campuses including the resources available:

- Student Support Team and Skills Australia Institute Admissions
- Air-conditioning, free WIFI, male/female/disabled toilets
- Classrooms with projectors/LCD televisions, desks and chairs

- Computer lab, student library, meeting rooms and break-out areas
- Kitchenettes

Skills Australia Institute provides you with all course delivery materials needed for you to successfully complete your course.

We have some additional resources available in our Library's which you can borrow; please see our Student Services Team to access these resources. We also encourage you to join the local library, for access to additional resources. Membership is generally free, and the libraries conveniently located close to campuses.

Computer Facilities and WIFI

Skills Australia Institute has free WIFI and computer facilities available during the hours of operation in all campuses. Computer availability for the Perth and Adelaide campus is detailed below:

Monday	8.00am – 6.30pm (Perth) 8.00am – 4.30pm (Adelaide)
Tuesday	8.00am – 6.30pm (Perth) 8.00am – 4.30pm (Adelaide)
Wednesday	8.00am – 4.30pm (Perth) 8.00am – 4.30pm (Adelaide)
Thursday	8.00am – 6.30pm (Perth) 8.00am – 4.30pm (Adelaide)
Friday	8.00am – 6.30pm (Perth) 8.00am – 4.30pm (Adelaide)
Saturday	8.00am – 6.30pm (Perth)
Sunday	8.00am – 6.30pm (Perth)

Bring your own Device

We have class sets of laptops available at each campus, however with increased use of educational tools throughout Skills Australia Institute courses, students are encouraged to bring their own laptop (wherever possible, if you own one), which can be linked to the student network. This enables you to work outside campus and to save resources and your assessments, for review outside of class times.

The minimum laptop requirements for students bringing their own laptop are as follows:

- Operating System: Windows 8 Home Edition or later
- Processor: Intel Core i3 / AMD 2.0 Ghz or better
- RAM: Minimum 4 GB, recommended 8GB
- Hard Drive: 128GB SSD (256GB SSD recommended if not using Cloud storage)
- Display: 13 inch full HD (1920 x 1080) with a built-in webcam
- WiFi: 802.1x compliant
- USB Headsets with microphone
- Device must be fully charged

In addition to class laptops, we have a Computer Lab available at each of our campuses. The Computer Lab may be used for classes, including assessments, and self-study. Therefore; please ensure you are respectful of other students and limit the noise when using the facilities for personal use. Conversations, including mobile phone calls **MUST** be taken outside the room.

Skills Australia Institute also has limited laptops available for you to temporarily 'loan' if you do not have access to a computer at home, however please note all students are required to have access to WIFI away from the college to complete any unstructured learning associated with your course.

Student ID

As part of our Orientation Program we will take your photograph for use on your Student Identification Card (ID). This card will be available for collection from the Student Services Team, please allow up to 10 working days for this to be ready.

Your Student ID includes your photograph, name, student number, commencement and completion dates.

You are **required** to have your Skills Australia Institute Student ID with you at all times whilst at any of the Skills Australia Institute Campuses. You may be asked to produce your Student ID at any time, and may be asked to vacate the premises if you are unable to provide it.

A card replacement fee of \$15 is payable, if your card is damaged, lost or stolen.

Student Portal

All Skills Australia Institute Students have access to our Student Portal. You will be able to access information regarding your schedule, your assessment results, your fees and details of non-participation (absences). You can also check and update your contact details.

Please note: Assessment Outcomes and/or Training Outcomes may take up to 72 hours to be updated in your Student Portal, after you have received the feedback in writing, from your Trainer.

International Student Visa Holders are reminded that it is a condition of your visa to update Skills Australia Institute within **seven (7) days** of when you change your contact details. Students can update their details in person at Skills Australia Institute using the Student Change of Details Form, or via the online Student Portal. This must include Emergency Contact details if a change has occurred.

Please note: Important news and messages from Skills Australia Institute will be posted in the Student Portal for your attention.

Student Email Account

Skills Australia Institute's official communication method with students is via your **Skills Australia Institute email**. As a student of Skills Australia Institute, your student number@skillsaustralia.edu.au email account will be activated as part of the Orientation Program.

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: (Student Number) S999XXXX@skillsaustralia.edu.au
- Your initial email account password is: SAI01000

YOUR Skills Australia Institute email account can be accessed via our website at www.skillsaustralia.edu.au.

To protect your privacy, **you must change your password** when you first log-in to your email account. Do not let anyone know your password, and change your password at least monthly. For questions or technical problems relating to your email account, please contact the Student Services Team.

DO NOT IGNORE SKILLS AUSTRALIA INSTITUTE EMAILS. Emails sent to your Skills Australia Institute email account are important and may contain official information crucial to your studies and your stay in Australia. Not checking your email account will not stop Skills Australia Institute from processing disciplinary actions and cancellations.

To protect Skills Australia Institute from the potential effects of the misuse and abuse of email, the following instructions are for all users.

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Skills Australia Institute.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- When using email a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that is not part of the person's duties, is not permitted.

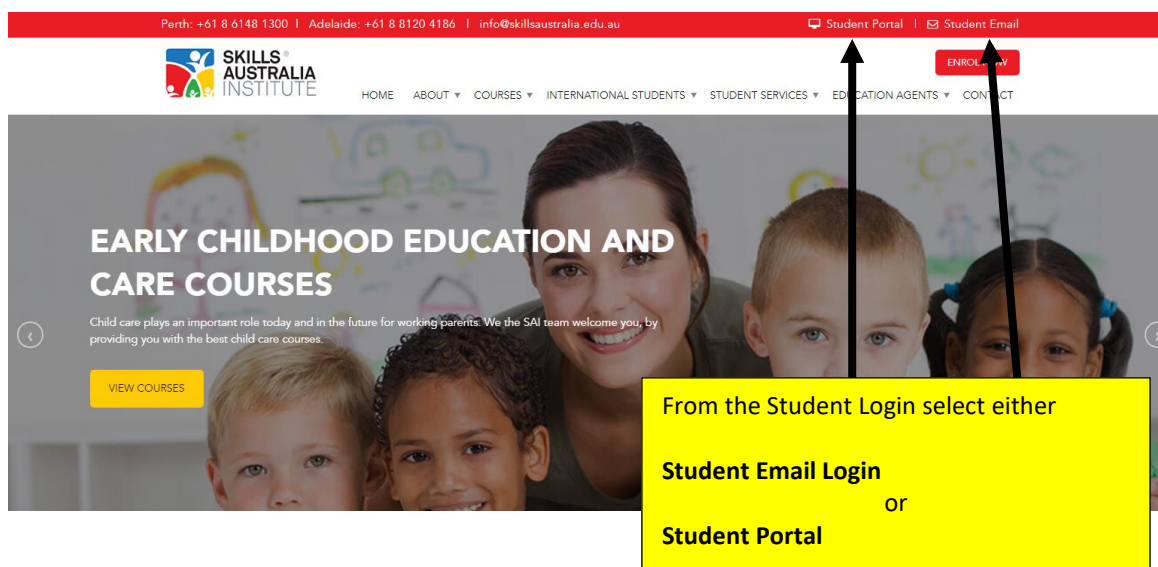
Skills Australia Institute may also send you a courtesy SMS text message to remind you to read urgent emails. Please do not ignore these text messages.

Please note: All assessments submitted electronically, must be submitted via your Skills Australia Institute Email account. Any assessments submitted via a personal email account will not be accepted. All assessment feedback is communicated using your Skills Australia Institute Email account.

Students are able to link their Gmail account to smartphones via the Gmail app.

Student Logon

Diagram 1: Main Page of Skills Australia Institute website



General Information

Living in Perth and Adelaide

Perth

Perth, the capital of Western Australia, is the 4th most populous city in Australia 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 lie 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 Fremantle were located on the seashore. Officially, Perth is divided into several local government areas. These local areas consist of several suburbs, which extend from Two Rocks in the North to the southern Rockingham, and 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 include:

- 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, Kings Park is one of the biggest inner-city parks in the world – larger than New York's Central Park. You have countless 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 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 daytrip. 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, the Western Australian Museum, the Library of Western 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 free live music and family entertainment. Visit the famous hall and yard for some free entertainment at the markets in Fremantle.
- **Watch the sunset on the Indian Ocean** - The dazzling beauty of the 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 the sea to the 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 autumn 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

- 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://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” is a sea breeze that offers some relief from high temperatures. Winters are comparatively cool and wet with morning temperatures ranging from 8 - 16°C. You can find online information and guides 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. 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, 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 is rare. 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 of 15°C. Kings Park, a verdant park in the inner city, is the ideal place to spend a summer 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 the air may 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 has 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. In Perth's cultural centre, Northbridge, 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 in 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.

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. 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 2017, the grocery expense for an upper-middle-class family of four was about 250-300 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.

Public Holidays - WA

Public Holidays	2024	2025
New Year's Day	Monday 1 January	Wednesday 1 January
Australia Day	Friday 26 January	Monday 27 January
Labour Day	Monday 4 March	Monday 3 March
Good Friday	Friday 29 March	Friday 18 April
Easter Sunday	Sunday 31 March *	Sunday 20 April *
Easter Monday	Monday 1 April	Monday 21 April
Anzac Day	Thursday 25 April	Friday 25 April
Western Australia Day	Monday 3 June	Monday 2 June
King's Birthday #	Monday 23 September	Monday 29 September
Christmas Day	Wednesday 25 December	Thursday 25 December

Source: www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia

Adelaide

Adelaide, the capital of South Australia, is the fifth most populous city in Australia with a population of around 1.3 million. It is located north of the Fleurieu Peninsula, on the Adelaide Plains between the Gulf St Vincent and Mount Lofty. Adelaide was extensively planned before it was built, so the infrastructure of the city is laid out on a grid that is easy to navigate around. The Torrens River separates Adelaide into the Northern residential district and Southern business district. The city's centre is surrounded by beautiful parklands. Australia's third biggest island, the Kangaroo Island, is located 112 km southeast of Adelaide, and it is a very popular tourist destination.

Places to visit in Adelaide

Adelaide has quite a few famous landmarks and tourist attractions. The most popular places in Adelaide are:

- North Terrace
- Adelaide Botanic Garden
- Art Gallery of South Australia
- South Australian Museum
- State Library of South Australia
- Adelaide Central Market
- Glenelg
- Adelaide Zoo
- Cleland Wildlife Park
- Adelaide Festival Centre

Top 10 Free Activities you can indulge in and around Adelaide

- **The Jam Factory** – Located on Morphett Street in Adelaide City Centre, the Jam Factory is a unique not-for-profit organisation that promotes and supports local artists and craftspeople. The Factory is supported by the South Australian Government, and it is separated into four buildings that produce ceramics, furniture, metal, and glass. Have a browse of the high-quality crafts and designs made by local talents, discover what is happening behind-the-scenes, or purchase a beautiful one-of-a-kind souvenir.
- **R. M. Williams Outback Heritage Museum** – The R. M. Williams boots are legendary in Australia and beyond, but the production started in a tiny woolshed behind R. M. Williams' father's house. The Museum tells the story of the life of this great Australian man, how he started making his signature leather boots, the birth of his company, and how it has expanded overseas. Visitors can see how the boots are made, and purchase some to take home.
- **River Torrens Linear Park Trail & Cycle Track** – Take advantage of Adelaide's free bicycle hire scheme, Bicycle SA (BIKESA) and peddle down along the picturesque shores of River Torrens. The trail stretches all the way from the mountains towards the beautiful sandy stripe of Henley beach. It is a great way to spend the weekend with the family.
- **National Wine Centre of Australia** – Visit the Wine Centre if you want to learn more about the art of making (and drinking) wine. You will discover the whole process, from picking grapes in the vineyards to bottling. Adelaide's wines are world-famous, so join one of the free guided tours and try some of the greatest wines in Australia.
- **Mount Lofty Botanic Gardens** – At the famous mountain, there is a charming Botanic Garden that spans across 100 hectares and contains plant species from all over the world, including the ATCO Heritage Rose Garden – a sanctuary for all rose growers in the world, where a collection of roses

that were used to create all modern breeds are grown. Put on a pair of walking shoes and discover the Gardens on a guided tour.

- **Adelaide Himeji Gardens** – Relax in the tranquil Japanese gardens that bring peace and provide great places to meditate and reflect right in the middle of a big city. The Gardens blend the styles of “senzui” or a lake and mount garden, and “kare senzui”, mostly containing beautifully arranged rocks and sand. Opening times are 8 am – 7:30 pm.
- **Port Adelaide** – Visit Adelaide’s historic seaport that played an important role in colonisation of South Australia. Port Adelaide was the main trading and immigration hub that helped build, populate, and grow Adelaide to become the fantastic city it is today. There are many exciting things to do when you visit, as Port Adelaide has both cultural and historic destinations, and some modern fun events. Visit the South Australian Maritime Museum to learn about Australian Navy’s past and present; the Aviation Museum that has beautifully preserved planes from WWI to modern jet fighters (that you can climb into!); or relax at one of the many music festivals that happen in Port Adelaide throughout the year.
- **The Whispering Wall, Barossa** – Located in the heart of South Australia’s wine region, the Barossa Valley is renowned for its great cultural heritage, relaxing lifestyle, and, of course, its fine dining and wine. Today, it is one of the most popular places for a weekend getaway amongst South Australians and visiting tourists: it is jam-packed with adventure and unforgettable experiences. One of the more peculiar landmarks is the Whispering Wall: a retaining wall of the old Barossa Reservoir. Its unique acoustic properties allow people to hear what others say on the other end, even 110 meters apart!
- **St. Peter’s Cathedral** – Adelaide is known as the City of Churches, and St. Peter’s Cathedral is one of Adelaide’s most significant landmarks. Built in 1869, it has similar features to Notre Dame de Paris. Great tourist destination for history and architecture lovers.
- **Art Gallery of South Australia** – Founded in 1881, the Art Gallery of South Australia is the nation’s second biggest art collection. It is world renowned for its incredible collections of Australian and Indigenous Australian art, British art, and Japanese art. The Art Gallery of South Australia is located in the heart of Adelaide’s cultural centre, and it is visited by over 750,000 people annually!

Festivals

South Australia is often known as “Festival State” or “Wine State”, and the names speak for themselves. Here is a list of some of the most famous festivals in SA:

- Adelaide Fringe
- Adelaide Festival
- Adelaide Film Festival
- Adelaide Guitar Festival
- South Australia’s History Festival
- WOMAdelaide – World Music Festival
- SALA – South Australian Living Artists
- Spirit Festival
- Cheese fest

Events

- Adelaide 500 – v8 Motoring
- Adelaide Motorsport Festival
- OzAsia
- Formula 1

- Adelaide 36ers
- Bledisloe Cup

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

<https://southaustralia.com/places-to-go/adelaide>

<https://www.cityofadelaide.com.au/>

Climate

South Australia's territory is vast, and the weather varies depending on the location. The southeast generally has much milder and wetter climate than the dry and hot north. In the desert, the summers can be scorching hot, with regular 40+ degrees Celsius temperature, and the desert nights can be very cold. Kangaroo Island has a pleasantly mild Mediterranean climate. January and February are the hottest months of the year, and July is the coldest and rainiest. Winters are snowless and relatively warm. You can find online information about weather in Adelaide and some useful advice on activities, precautions, and holiday planning.

Adelaide has a temperate Mediterranean climate, where summers are hot and sunny, and winters are cool and mild. It is the driest of Australian capital cities, with clear skies throughout most of the year. The summers are long and warm, and they are wonderful for a variety of outdoors activities such as going to the beach, playing sports, going camping, and exploring this wonderful part of the world.

- Summer (December - February) – Summer weather in Adelaide is usually hot, with January being the hottest month with an average temperature of 23°C. During the day, the temperatures in the summer range from 18°C - 28°C, but the heat may soar up to 40°C. February is the sunniest month, with over 10 hours of sunshine every day. It's also the best month to swim in the sea, as the water temperature in the ocean is a delightful 20°C.
- Autumn (March - May) – South Australian autumn is sublime, with tree leaves covering the land in red, yellow, and golden colours. The Barossa Valley is particularly beautiful during fall, and many tourists visit the countryside to enjoy the marvellous view. There are a few rainy days in autumn, and the temperature ranges from 13°C - 23°C.
- Winter (June - August) – Winter is the coldest and wettest season of the year in Adelaide. Everyday temperatures range from 8°C - 20°C during the day and 5°C - 14°C at night. Snow in Adelaide is very rare, with only parts of Mount Lofty and the southern regions receiving some light dusting. Although the ocean is a bit cold and the sun isn't as bright, there are still some great indoor activities you can indulge in on rainy days. Visit the Art Gallery, the South Australian Museum, or explore the city and warm yourself up with a nice cup of coffee.
- Spring (September - November) – Springtime in Adelaide is slightly warmer than winter, with average temperatures of 12°C - 23°C. The rainfall is low, but the valleys and the countryside start to blossom with colourful flowers and plants. Visit Mount Lofty to witness the beauty of the South Australian landscape, and don't forget to see the wonderful display of blooming plants at the Botanic Gardens nearby

Cost of Living

The cost of living in Adelaide is slightly cheaper than Perth, yet it also is above normal. It is cheaper than many other Australian State Capitals, and much cheaper than large metropolises such as Sydney, Oslo, New York, Paris, Singapore, and Shanghai.

An upper-middle-class family of four spends around 200-250 AUD a week on groceries: this includes special bargains or buying food from the farmers' market. In addition to groceries, you should consider the costs for rent, utilities, transport, healthcare, entertainment, clothing, and unforeseen expenses.

Public Holidays - SA

Public Holiday	2024	2025
New Year's Day	Monday 1 January	Wednesday 1 January
Australia Day	Friday 26 January	Monday 27 January
Adelaide Cup Day	Monday 11 March	Monday 10 March
Good Friday	Friday 29 March	Friday 18 April
Easter Saturday	Saturday 30 March	Saturday 19 April
Easter Sunday	Sunday 31 March	Sunday 20 April
Easter Monday	Monday 1 April	Monday 21 April
ANZAC Day	Thursday 25 April	Friday 25 April
King's Birthday	Monday 10 June	Monday 9 June
Labour Day	Monday 7 October	Monday 6 October
Christmas Day	Wednesday 25 December	Thursday 25 December
Proclamation Day (Boxing Day)	Thursday 26 December	Friday 26 December

Source: https://www.safework.sa.gov.au/_data/assets/pdf_file/0007/145645/2023-2026-public-holiday-dates.pdf

Emergencies

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

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

Police

In Australia, the police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations. In a **non-emergency situation** you can contact the local police station directly on: **131 444** - Nearest Police Station

Fire

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

Ambulance

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

Skills Australia Institute Emergency Line

Call Skills Australia Institute's Emergency Line, **1300 118 369** if you observe a risk to property or people on campus or if you want to communicate to SKILLS AUSTRALIA INSTITUTE of an emergency or situation, after the public emergency services have been contacted.

State Emergency Service

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

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centers** have a common telephone number: **131 126**.

Translating and Interpreting Service (TIS)

Tel: 13 14 50

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The Australian Government, through the Department of Home Affairs, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service, and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

Working in Australia

Permission to Work

For International Students: It is important to understand that you are not allowed to work until you have started your course. You can work up to 40 hours per fortnight while your course is in session (excluding any work undertaken as a registered component of your course, such as work-based training/Internship). You can work unlimited hours during scheduled course breaks.

Note: Please ensure that your roster for work does not affect your studies, including your work-based training placement. Your work must not be during scheduled classes and scheduled work-based training. Your work should not prevent you from studying.

If you have difficulties in finding suitable work, contact the Student Support Officer; they will be pleased to help you to find suitable casual or part time employment for the duration of your study.

Further information and support is available via the Department of Home Affairs (www.homeaffairs.gov.au).

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses.

Skills Australia Institute can assist you in your job search, we provide advice and direction on how you can apply to jobs/roles in Australia for the duration of your study.

There are many different 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

www.indeed.com.au

www.jobsearch.com.au

www.jora.com.au

www.adzuna.com.au

Earning an Income

The Fair Work Ombudsman

Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman has advice and assistance to all workers to help them understand these rights.

There are **minimum pay rates** that employees have to be paid, based on the work they do. Employees also have other minimum conditions at work. These are set out either in an Award or agreement, or come from the National Employment Standards. A payslip needs to be provided each time an employee gets paid.

Further information and support is available via www.fairwork.gov.au.

Getting a Tax File Number

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

You can apply for your TFN online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn. If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June). Each person who has worked during a financial year is required to submit a tax return by the 31st of October.

Superannuation

If your monthly wage is more than AU\$450 (before tax), your employer **must** contribute an additional sum equal to 9.5% of your before tax wage into a nominated superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

Your workplace will have a superannuation fund that they can recommend for you, or you can nominate your own fund. Some examples include:

- ING Living Super - www.ing.com.au/superannuation.html
- Virgin Money Superannuation - www.virginmoney.com.au/products/superannuation/joint/
- Hostplus – www.hostplus.com.au
- Australian Super Fund – www.australiansuper.com/super
- Westpac Super Solutions – www.westpac.com.au/Superannuation
- AMP Superannuation – www.amp.com.au/Flexible/Super

When you leave Australia permanently, and want to check your eligibility to claim superannuation and to apply for your payment, visit: <https://www.ato.gov.au/Individuals/Super/In-detail/Withdrawing-and-paying-tax/Super-information-for-temporary-residents-departing-Australia/>

You will need to provide the details of your superannuation fund, (Source: Australian Taxation Office).

Managing Your Finances

Paying your Tuition Fees

Skills Australia Institute tuition fees must be paid in advance; the following payment methods are accepted:

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

Please note - You must quote your **student number** when transferring funds by EFT

By Credit Card

Payable at Skills Australia Institute only.

A credit card surcharge of 1% is added to the total amount payable.

By EFTPOS and Debit Card

Only payable at Skills Australia Institute.

Additional Fees and Charges

The following list shows additional fees and charges you may incur at Skills Australia Institute. (Fees may be subject to change. Note that all figures quoted are in Australian Dollars):

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 \$0.10 per page

Academic:		
Re-Assessments	Theory re-assessments	AUD \$50 per assessment
Re-Assessments	Practical re-assessments	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

*Fees may be subject to change at any time.

Monthly Expenses

This is an example of some of the expenses you might encounter when you first come to Australia and ongoing during your stay:

Expense	Estimated Cost
Temporary accommodation (Hostels and Guesthouses)	\$90 - \$150 per week
Shared rental accommodation	\$85 - \$215 per week
Homestay accommodation	\$235 - \$325 per week
Rental accommodation	\$165 - \$440 per week
Groceries and eating out	\$80 - \$280 per week
Gas and electricity	\$35 - \$140 per week
Phone and internet access (WIFI)	\$20 - \$55 per week
Public Transport	\$15 - \$55 per week
Car (after purchase)	\$150 - \$260 per week
Entertainment	\$80 - \$150 per week

(Source: www.studyinaustralia.gov.au/english/live-in-australia/living-costs)

Cost of Living Calculator

For further assistance in calculating your estimated cost of living in Australia, please see the below 'Student Cost of Living Calculator' available at the following web address:

<http://insiderguides.com.au/cost-of-living-calculator/>

Setting up a Bank Account

You can choose to open an account at any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal. Further information concerning the four key Australian banks is available as follows:

- Commonwealth Bank - www.commbank.com.au
- National Australia Bank (NAB) – www.nab.com.au
- Westpac – www.westpac.com.au
- ANZ – www.anz.com.au

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)
4. Tax File Number

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 required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account **within six weeks** of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are 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. At the time you are setting up your account you can request these services from your bank.

Bank and ATM Locations

Please visit this website and find Banks & ATMs nearest to you:

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

Adelaide: www.Truelocal.com.au/ATM/SA/Adelaide-city/Adelaide

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, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of 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. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. 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) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable 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. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);

- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – 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.)

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. 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 be dependent on the amount that is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Paying Bills

Most bank accounts offer lots of easy options for paying 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., using facilities such as telephone banking, Internet banking) and using 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 out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Fair Work Ombudsman

Work-Based Training (WBT) placements are referred to by the Fair Work Ombudsman (www.fairwork.gov.au) as 'Vocational Placements'. These programs give you the chance to get the skills you need to transition successfully from study to work.

WBT are a required component of specific courses at Skills Australia Institute. WBT can be arranged by either Skills Australia Institute, or as a student, you can initiate the placement directly as long as it meets the requirements of your course.

Will I be paid?

Host Employers are not obliged to pay you remuneration for the duration of this WBT Placement. Placements that meet the definition of a vocational placement under the Fair Work Act 2009 (the FW Act) are **lawfully unpaid**.

If you receive remuneration, then your Host Employer would be considered 'Employer' and you as the student 'Employee' under the *Workplace Health and Safety Act 1984* and *Fair Work Act 2009*. This will then become a private arrangement between you and the employer. Therefore, Skills Australia Institute's insurance policy for students in Work-Based Training, which only provides insurance coverage for students completing voluntary work, will not cover against any accidents and does not cover any student who receives remuneration from the Host Employer or their staff. In this instance, you would be able to continue and finish your Vocational Placement with your employer.

What about my hours of work?

Students must complete:

- WBT - A **MINIMUM of 20 scheduled course contact hours** per week.

You must attend your WBT at the venue for the **duration you have been scheduled to attend training** and are not allowed to finish earlier than the scheduled finish date. The days and times of your shifts are as agreed with the Skills Australia Institute WBT Trainer and outlined in your placement Portfolio during the final WBT induction session (WBT).

Many International Students work to support themselves financially while they study in Australia. If you are on a Student Visa, this enables you to work up to 40 hours per fortnight while your course is in academic session. WBT specifically, is considered the same as an academic session or class time. International Students are able to work up to 20 hours per week, **in addition** to WBT hours.

When should I contact the fair work ombudsman?

The Fair Work Ombudsman (**FWO**) can help you understand your workplace rights and responsibilities when working in Australia, whilst on your WBT/Internship placement or in your own employment. You can also ask the FWO to help resolve issues about pay and other entitlements at work.

International Student Visas

All workers, including international students, are entitled to Australia's minimum pay and entitlements. This is the case even if an international student has breached their visa.

To support and encourage international students to get the help they need, the FWO and the Department of Home Affairs have agreed that a student's visa will not be cancelled if they:

- had an entitlement to work as part of their visa
- believe they have been exploited at work
- have reported their circumstances to the FWO
- are actively assisting the FWO in an investigation

This applies as long as they:

- commit to abiding by their visa rules in the future; and
- have no other grounds for visa cancellation (such as on national security, character, health or fraud grounds)

Under this arrangement, the Department of Home Affairs will not generally cancel a student's visa if they ask for FWO's help and the above conditions are met. Remember, it's absolutely okay for you to speak up and ask for help if you think you have been exploited at work.

I need more information

For further assistance or information, students can either call the Fair Work Infoline or access the below links from the Fair Work Ombudsman:

- Fair Work Infoline – Tel: 131394 (or 131450 for the interpreter service)
- International Students: www.fairwork.gov.au/internationalstudents
- Student placements: <https://www.fairwork.gov.au/pay/unpaid-work/student-placements>
- Unpaid Work Vocational Placements: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational_placements
- Information for Visa holders and Migrants: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>
- Pay and Conditions Tool: www.fairwork.gov.au/pact

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website.

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

Telephone: 1300 362 072

Enquiries 9.00am, - 5.00pm (Monday to Friday, Australian Eastern Standard time)

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

- In Australia, you have the right to complain and appeal.
- The Overseas Students Ombudsman's services are FREE.
- In some cases, the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If the Ombudsman decides not to investigate, they will tell you why and refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact Skills Australia Institute and ask us what happened.
- They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

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

- apologise to you
- change or reconsider a decision
- change 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 immediately implement any decision and/or corrective and preventative action required and advise the students of the outcome. The final outcome of the external appeals process must be abided by both parties.

How to make a complaint with the Overseas Students Ombudsman

Online: www.ombudsman.gov.au

Telephone: 1300 362 072 (calls from mobile phones at mobile phone rates).

: +61 2 6276 0111 (outside Australia)

Hours : 9.00am, - 5.00pm (Monday to Friday, Australian Eastern Standard time)

National Relay Service: TTY or modem users phone 133 677 and then ask for 1300 362 072

Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service internet-relay.nrsccall.gov.au and then ask for 1300 362 072

Interpreter Service: Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. They will pay for the interpreter.

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

Department of Education - Independent International Student Conciliator (Perth only)

The Independent International Student Conciliator at the West Australian Department of Education and Services will deal with issues relating to:

- services and facilities;
- content and standard of Education Services - amount of refunds paid to students;
- quality of instruction;
- academic progress of students;
- the conduct of Full Fee Paying Overseas Students;
- welfare services - information concerning part-time employment opportunities;
- accommodation provided by or advertised by an institution;
- suspension and expulsion of overseas students; and
- any other matters deemed appropriate by the Conciliator.

The processes and practices used by the Conciliator include:

- hearing grievances from Full Fee Paying Overseas Students and from institutions with Full Fee Paying Overseas Students;
- mediating and conciliating the resolution of grievances;
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge;
- advising students and institutions of further legal channels available to them;
- liaising with institutions on matters concerning the provision of pastoral care and counselling for Full Fee Paying Overseas Students offered by the institutions;
- liaising with institutions on the procedures for resolving grievances offered by the institutions;
- liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern Full Fee Paying Overseas Students; and
- maintaining a public relations function with institutions and agencies on matters which concern or may concern Full Fee Paying Overseas Students.

To make an appointment with a Conciliation Officer, phone or email:

The Department of Education Services

Telephone: (08) 9441 1900

Email: conciliation@des.wa.gov.au

Skills Australia Institute uses Education Agents

Once you've made the decision to study in Australia and you know where you want to study and which course you want to undertake, you can enrol directly with Skills Australia Institute. If, however, you need more help with the admission application process, or the Australia visa application process, you can choose to use an education agent to enroll with Skills Australia Institute.

An education agent can tell you about your options for studying and living in Australia and assist with your visa and institution applications. In many cases, agents have had experience studying in Australia and can share their experiences with you. In addition, because they are dealing every day with application and visa application requirements they will be able to give you guidance for your particular situation.

Skills Australia Institute currently holds Third Party Agreements with all education agents listed to recruit students on its behalf. All education agents associated with Skills Australia Institute are listed on our website. For further information please visit: www.skillsaustralia.edu.au/registered-agents.

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

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 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.

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.

For Further information, see the Study in Australia website:

www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal

Scams

Scams take advantage of people's trust in authorities and fear of doing the wrong thing. Victims can feel an array of emotions such as; helplessness, humiliation, anger and guilt; but it's important to know you are not to blame and there is help at hand.

If you think someone is trying to scam you, or you’ve been scammed, the Australian Federal Police advises to cease all contact with the scammer and contact your local police or consulate immediately.

The Australian Federal Police (AFP) has the following tips on how to protect yourself:

- If you get cold called by someone making threats about arrest or deportation, it is a scam. Do not send them any money. Instead, hang up the phone immediately and report it to your local police.
- Never give your personal, credit card or online account details over the phone unless you made the call and the phone number came from a trusted source.
- If you think you have provided your bank account details to a scammer, contact your bank or financial institution immediately.
- When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, fax, email, in person or on a social networking site, always consider the possibility that the approach may be a scam.
- You can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service) for support if you have concerns about your identity being compromised. Contact them via the online form or phone: 1300 432 273.
- The 'Scamwatch' website has information about scams in multiple languages.

For more information, you can visit:

- AFP website www.afp.gov.au
- Scam Watch website www.scamwatch.gov.au
- IDCARE website www.idcare.org

Or, come and see one of our Student support officers who are here to help you.

Other useful information

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

www.studyinaustralia.gov.au

www.mscwa.com.au

www.studyperth.com.au

Training and Assessment

Introduction to Vocational Education and Training (VET)

Vocational Education and Training (VET) provides students with the skills and knowledge required to gain employment. Whether you want to enter or re-enter the workforce, train for a new job, upgrade your skills or pursue further studies, VET courses will help you to meet your goals. Skills Australia Institute offers a wide range of VET courses in Business, Management, Hospitality and Early Childhood Education.

Training Delivery

Skills Australia Institute is a Registered Training Organisation (RTO), Skills Australia Institute is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification documentation. This is according to Australian Government standards stipulated in the relevant training packages (www.training.gov.au) and in the Australian Qualifications Framework (AQF) (available at www.aqf.edu.au.) The requirements of all units of competence of all courses are stipulated on that website.

All Skills Australia Institute courses are delivered by:

- **Supervised Face to Face Learning and Assessment*** – Classroom learning and assessment for a minimum of 20 scheduled course contact hours per week, including all training delivery and assessment; engagement in group activities; class discussion; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).
- **Unsupervised Learning and Assessment** – Prescribed structured learning and assessment activities (recommended 3 hours per week away from class). This includes online research/forums; workshop activities; completion of assessments (projects and work tasks); structured prescribed reading and follow activities; self-paced Structured workplace learning/ experience.

In addition to the above Structured Learning, students can be expected to complete an additional two (2) hours per week **Un-Structured Learning and Self Study (homework)**. This can consist of Private study, self-initiated learning and Research. Information regarding the study shifts and intakes for each qualification, please refer to the Skills Australia Institute website via www.skillsaustralia.edu.au.

*Face to Face includes training in our simulated/real workplace environments.

Work-Based Training

Work-Based Training (WBT) ensures Skills Australia Institute students achieve the skills needed to be career ready. Work-Based Training is a structured, assessable programme, which makes up an invaluable part of a student's qualification and their professional and personal development. Work-based training is considered as class time. The courses listed below include a **COMPULSORY** work-based training placement. During scheduled WBT students must complete a minimum of 20 scheduled course contact hours per week.

All work-based training are organised by Skills Australia Institute's Employment Liaison Team in consultation with students.

Skills Australia Institute Faculty	Course	Allocated Hours – Work-Based Training (WBT)
Hospitality	SIT40516 Certificate IV in Commercial Cookery	10 weeks/360 hours WBT
	SIT50416 Diploma of Hospitality Management	10 weeks/240 hours WBT
Early Childhood Education	CHC30113 Certificate III in Early Childhood Education and Care	10 weeks/200 hours WBT
	CHC50113 Diploma of Early Childhood Education and Care	10 weeks/240 hours WBT
Automotive	AUR30616 Certificate III in Light Vehicle Mechanical Technology	18 weeks/432 hours WBT
Carpentry	CPC30211 Certificate III in Carpentry	20 weeks/480 hours WBT

Prescribed Hours for Work-Based Training

All Skills Australia Institute courses that include a mandatory period of WBT contain a prescribed amount of hours that you must complete in order to achieve your chosen qualification. Further information concerning the minimum hours required is available at www.training.gov.au.

In some cases, to enhance your overall experience in industry, Skills Australia Institute provides additional time (above the minimum WBT requirement) to help you to successfully become part of the Australian workforce during your study. This additional time will assist you to integrate in to the Australian workforce whilst on your WBT. This additional time will assist you in settling in to Australian work culture including exposure to:

- Respect in the work place and appreciating everyone's contribution
- Be open and ask questions
- What is acceptable or not acceptable (language use, behaviour, socialising and relationships)
- Job roles/responsibilities
- Uniform/ grooming standards
- Working hours and expectations of timekeeping
- Wages, Superannuation and Taxes (including award pay rates)
- Skills and Development

Support during your Work-Based Training

Skills Australia Institute's friendly Employment Liaison Team are here to help you every step of the way. If you have any questions, concerns or queries during your Work-Based Training, students can seek support by emailing the dedicated Work-Based Training support email accounts that are listed below:

- Hospitality: wbt.hos@skillsaustralia.edu.au
- Early Childhood Education Students: wbt.ece@skillsaustralia.edu.au

Alternatively, you can contact the Employment Liaison Team by telephoning Perth (08) 6148 1300 or Adelaide (08) 8120 4186.

Submission of Work-Based Training Time-sheets

Your Work-Based Training time-sheets must be posted, faxed or scanned and emailed to Skills Australia Institute **EVERY Monday**. When we don't receive fully completed and signed Timesheets, the students will be marked as non-participating for the entire week. Details for your submission are provided below:

Email: wbt.timesheets@skillsaustralia.edu.au

Post: Perth: Student Services, 10 Victoria Avenue, Perth WA 6000
 Adelaide: Student Services, Level 1 East, 50 Grenfell St, Adelaide SA 5000

Host Employer Agreements - Work-Based Training

Skills Australia Institute is responsible for the quality of all training and assessment, including when students are participating in WBT. As part of Skills Australia Institutes responsibilities listed under the Standards for RTOs 2015, each WBT employer signs an agreement with Skills Australia Institute which outlines their role/responsibility in the Provision of Educational or Support Services'. This is applicable when you are participating in the WBT element of your course at an external venue.

Assessments and Assessment Outcomes

You will receive an Assessment Cover Sheet at the commencement of each Unit of Competence/Class. The Assessment Cover Sheet informs you of the requirements of the unit, including the number of assessments required to complete satisfactorily to be deemed competent and the assessment completion due dates.

As a Registered Training Organisation, Skills Australia Institute must ensure that ALL Assessments conducted follow the Principles of Assessment and Rules of Evidence.

Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO (Skills Australia Institute) to take into account the individual learner's needs.</p> <p>The RTO (Skills Australia Institute) informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs; • Assessing competencies held by the learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO (Skills Australia Institute) is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> * assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; * assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and * judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Rules of Evidence

Whilst each of the rules are important factors in their own right, assessment activities should reflect all rules and not elevate the importance of one at the expense of others.

Validity	The Assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements
Sufficiency	The Assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The Assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

(As taken from the User's Guide to the Standards for RTOs 2015)

Assessments Methods

Assessment Methods at Skills Australia Institute include the following:

Method	Examples of Methods
A = OBSERVATION	Real work/real-time activities at the workplace, Work activities in a simulated workplace
B = STRUCTURED ACTIVITY	Simulations, Role-plays, Projects, Presentations, Activity sheets
C = QUESTIONING	Written questions, Interviews, Self-evaluation, Verbal questioning, Case studies, Scenarios
D = STUDENT EVIDENCE	Portfolios, Collections of work samples/research, Products with supporting documentation, Historical evidence, Journals/logbooks, Information about life experience
E = PRODUCT REVIEW	Products as a result of a project, Work samples/products
F = THIRD PARTY	Testimonials/reports from employers/supervisors, Evidence of training, Authenticated prior achievements Interviews with employers, supervisors or peers

The outcome of each assessment is either **S** = Satisfactory or **NS** = Not Satisfactory. In order to be deemed competent in a unit of competency, you must complete every assessment satisfactorily. If you do NOT submit assessments, the result will show as DID NOT SUBMIT, which is the same as a Not Satisfactory result.

If your performance in any one assessment is NOT Satisfactory (NS) you cannot be deemed competent for that unit of competency. To be awarded with a Qualification (Certificate or Diploma) you must have achieved competency in all units of competence of the course (which may include core and elective units).

If you are unable to achieve competency in all units of the course, a Statement of Attainment (not a qualification), listing the units for which you achieved competency will be issued.

Assessment Submission Guidelines

This Assessment Submission Guidelines outlines the rules that govern all assessments at Skills Australia Institute. Within each assessment document, an **‘Assessment Cover Sheet’** must be signed to state you agree with the contents of this document. No assessments will be accepted for marking without a completed and signed Assessment Cover Sheet, this is included in each assessment you will complete at Skills Australia Institute.

Retention of Assessment

It is your responsibility to keep a second copy of your assessments. Skills Australia Institute does not take responsibility for lost or stolen assessments. Skills Australia Institute reserves the right to request a copy of your original assessment at any time after you have submitted your assessment. This includes WBT (Work-Based Training) documentation submitted.

Re-Submission No Additional Fee Charged

Students who have not successfully achieved a “Satisfactory” outcome for a scheduled Re-Submitted assessment (2nd assessment attempt) activity or task, will not be marked with an assessment outcome of “Satisfactory” against their scheduled assessment re-submission/2nd attempt. In these circumstances, the student will be provided relevant and appropriate feedback and guidance and support opportunities from their Trainer in person or written including via email on areas that required further action/response from the student and advised of the assessment activity outcome (eg: Not Satisfactory, Did not Submit, or Did not Attend).

The Trainer will then provide the student – in writing (email acceptable) with a final Re-Assessment (3rd assessment attempt) opportunity - **Due Date is end of the 2nd week of the next Term Break.**

The will be advised of the cost associated with undertaking a **“Re-Assessment”** activity or tasks/s and will confirm the Re-assessment must be scheduled and paid for in advance by the Student via the Skills Australia Institute Student Services officer/Reception and will be conducted during the students **NEXT term break.**

NOTE: *NO further assessment extensions will be available to students after the “Re-Assessment” opportunity.*

The Student’s Re-Submission (2nd Assessment Attempt) outcome will be recorded via the Skills Australia Institute Competence Record Form (CRF) by the trainer.

Re-Assessment Fee – Due Date last day 2nd week of students next Term Break. (3rd/Final assessment attempt)

Fees to be Charged

- Each Written/Knowledge/Theory Assessment = \$50 per assessment,
- Each Practical, Observation/Demonstration Assessment = \$120 per assessment

In circumstances where a student has not successfully achieved a “Satisfactory” assessment outcome/s in their Final (3rd assessment attempt), or the student failed to submit the relevant assessment/s by the allocated Due Date for marking, the student will be provided relevant and appropriate feedback and guidance and support opportunities from their Trainer in person or written including via email on areas that remain unsatisfactory.

Students who have not achieved a “Satisfactory” outcome in all assessment requirement for a relevant **unit of competence** (for example a Business course) will receive an assessment result for the relevant unit of competence of **“NYC”** (Not Yet Competent), or **“DNS”** (Did Not Submit) or **“DNA”** (Did Not Attend).

Students who have not achieved a “Satisfactory” outcome in all assessment requirement for a relevant **Subject/Cluster of units** unit of competence (for example a Child Care Course) will receive an assessment outcome for the relevant subject/cluster units of competence of “**NS**” (Not Satisfactory), or “**DNS**” (Did Not Submit) or “**DNA**” (Did Not Attend).

NOTE: Students will be required to ensure they have paid the due “Re-Assessment” fee and booked their attendance in for the Re-Assessment prior to attending any final/Re-assessment activity.

Students who do not achieve a Competent “C” result for the relevant unit they are enrolled in OR an Assessment Outcome of Not Satisfactory “NS” for the relevant Subject/Cluster of units they are enrolled will be required to apply to **Re-Enrol** in the relevant unit/s or Subject/cluster that they have been deemed “NYC” OR “NS”. Fees for Re-Enrolment are available to the student via the Skills Australia Institute website, the Student Handbook, or via the Student Services /Reception Staff.

The Trainer will record the students 3rd/final assessment outcome or result on the relevant Skills Australia Institute Competence Record Form (CRF).

Re-Enrolment Fee

For each student to prove competency, this requires demonstration of current performance; therefore assessments must be submitted within five (5) weeks of the unit being completed. If you have not submitted your assessments (first submission) you will be deemed Not Yet Competent (NYC) for that unit and will be required to re-enrol in the unit. The fee for this is as follows:

- \$150 per unit (for units of one week or less)
- \$150 per unit, per week (for units of more than one week)

Submitting your assessment

All submitted assessments file names must include the following details (If electronically submitted):

FILE NAME:
Class Number_Full Student Name_Student ID_Unit of Competence_Assessment Number_Trainer_Date submitted
Example:
C4CC01A_Elvis PRESLEY_12000634_BSBDIV501A_Bhavika_DDMMYYYY

Assessment Readiness

Students participating in more than 60% of scheduled classes will be deemed assessment ready, unless instructed otherwise by the trainer. All other students are required to complete a verbal or written test to prove they are ready for the assessment. Trainers cannot accept completed assessments from students who are not assessment ready.

Assessment Retention Requirements

Skills Australia Institute is required to securely retain all completed student assessment items for each student, for a period of six months from the date on which the judgement of competence for the student was made.

Written Assessments Guide

All written assessments must be submitted in the following format:

- Text - Font Type- Arial or Times New Roman, Font Size: 12, Spacing: 1.5
- Titles - Font Type- Arial or Times New Roman, Font Size: 12
- Header - Font Type: Arial, Font Size: 9,

- Header Content: Skills Australia Institute and Unit Title
- Footer: Font: Arial, Font Size: 9
- Footer Content: First Name/ Family Name / Student ID / Date: dd/mm/yy
- Margins (As follows)

LEFT: 4cm	TOP: 4cm	BOTTOM: 4cm	RIGHT: 4cm
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To ensure that our students are ready for industry, Skills Australia Institute focuses on ensuring student assessments reflect the industry requirement. Work ready documentation in terms of format, presentation and consistency is a key part of our assessment process. All students are expected to adhere to the required standard depending on the course level/type they are enrolled in.

References

References must include the following information:

- From a book: Book title, author, year published and Page No.
- From a newspaper: Newspaper Name, Issue No. Date and Page No.
- From the internet: Website address, Author (if available), Date downloaded

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, or representing projects created by another person as one's own work is violating the rules governing the Assessment process.

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

At Skills Australia Institute, plagiarism and/or cheating is considered as a serious breach of the Skills Australia Institute's Student Code of Conduct and will not be tolerated. **Plagiarism and/or Cheating** is defined as:

- Submitting some or part of someone else's work as your own (with or without that person's permission)
- using any part of someone else's work without the proper acknowledgement, this may also breach copyright Laws
- submitting an exact and/or partially duplicated assessment and/or evidence as your own
- knowingly let another student to submit all or part of your work as their own
- copying full or partial sentences and/or paragraphs from one or more sources
- submitting substantial copies or extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their source/origin
- using notes, your mobile, input from others, or other un authorised resources without permission during a summative
- have one or more other people assist or contribute to your assessment/evidence submitted and represented (implicitly or explicitly) as being your own/individual work
- stealing an assessment document or assessment guide/trainer guide from within Skills Australia Institute
- near imitation of a transcript or an idea;
- Another person helping in the creation of an assessment/evidence without the express need, consensus, or knowledge of the Trainer
- asking someone else to write and/or submit assessment work/evidence on your behalf
- downloading from the internet and submitting the contents 'as is' and as your own work.

Where plagiarism and/or cheating has been identified within a students submitted assessment/evidence, Skills Australia Institute will contact the relevant student/s individually and invite them to an Intervention Meeting to discuss the findings, evidence and seek feedback from the student. In circumstances where plagiarism and/or cheating has been confirmed, one or more of the following actions, fees and penalties may apply:

1st offence:

- written warning issued and student required to meet with Student Services Officer (SSO),
- student is required to pay the required \$50 administrative fee, and
- student to request permission to do a RE – ASSESSMENT of the assessment and/or evidence,
- trainer and/or SSO to confirm approval to RE-ASSESSMENT of the assessment and/or evidence, confirm in writing the new set assessment Due Date. For the RE-ASSESSMENT, and
- Student is required to pay the Skills Australia Institute RE-ASSESSMENT Fee for each assessment/each week
(please refer to Re-Assessment Fees listed above)

2nd offence:

- second written warning issued and student required to meet with SSO,
- student required to pay the required \$50 administrative fee; and
- student must request permission to RE-ENROL in the relevant unit of competence or subject/cluster, and
- Student is required to pay the Skills Australia Institute RE-ENROLMENT Fee for each unit and/or subject/cluster.
(please refer to Re-Enrolment Fees listed above)

3rd offence:

Where an Skills Australia Institute student has been identified as having submitted assessment/s and/or evidence that is plagiarised or the student has cheated for a third or more occasion, Skills Australia Institute may commence action to issue the student with a Notice of Intent to Cancel their enrolment under Standard 9 of National Code 2018, which would include details being forwarded to the relevant and appropriate required Government agencies.

NOTE: Skills Australia Institute trainers are required to report all instances of suspected plagiarism and/or cheating - this information and supporting evidence must be submitted to the Manager, Student Support Services for further review and action if/where applicable.

Results

Your Assessment Results (Assessment Outcomes) and Unit/Module Results (Training Outcomes) will be made available via the Student Portal. The following are the guide times for these results:

Certificate III - IV level courses	Three (3) weeks, after unit end date or assessment due date, whichever is the later.
Diploma, Advanced Diploma	Four (4) weeks, after unit end date or assessment due date, whichever is the later.

For units that include work-based training, the assessment due date is the last day of your work-based training placement. As such, results will be made available following the guide time outlined in the table.

Your results will be provided to you either in person or via your Skills Australia Institute email address and will include specific feedback, including details on any gaps identified. Where required, this communication will also include re-submission details. Where Assessments are submitted late (after the due date), please allow four (4) weeks from receipt for these assessment results to be made available. It is your responsibility to check your results on a regular basis. You may logon to the Student Portal (access via Skills Australia Institute website) to check your results.

Where we are unable to meet these guide times, for any reason, we will send you an email to inform you of the delay. If you have any specific questions or concerns, please contact our Student Services Team or the Course Coordinator.

Assessment decisions can be appealed. Please refer to the information on complaints and appeals, available on our website.

Assessment Support Services

Assessment Support Sessions

Undertaking course/study can be an exciting and challenging time. At Skills Australia Institute we offer FREE Assessment Support classes every week. These classes provide additional support for students to complete their assessments. The sessions are optional, and are in addition to the support provided by your Trainers in-class. If you are unable to attend one of these sessions, but would like to meet with our Course Co-ordinator you will need to make an appointment via our Student Services Team.

DEPARTMENT	DAY	CAMPUS	TIME
Business	Friday	Perth & Adelaide	8.00am – 12.00pm
Marketing	Wednesday	Perth & Adelaide	8.00am – 12.00pm
Early Childhood Education	Wednesday	Perth & Adelaide	8.00am – 12.00pm
Hospitality	Friday	Adelaide	8.00am – 12.00pm

*Days and time are subject to change. Please check with student services.

Support Guidelines

Please find the following guidelines:

- Student counselling for all matters regarding students' welfare and academic progress is always free!
- No reassessment fees apply where students present a valid medical certificate for the day of the assessment.
- Payable reassessments must be settled in advance and a receipt must be shown to the trainer to be admitted. Payment must be made at Student Services.

Skills Australia Institute Appeal Policy and Procedure

Students who feel dissatisfied with the way they have been assessed and/or the assessment outcomes or results recorded for them, should in the first instance communicate the issue and/or concerns with their relevant trainer as soon as possible from the effective date of the incident or decision.

If the issue or concern cannot be solved informally, the student may complete a Skills Australia Institute Complaints and Appeals form. Appeals must be lodged within 20 calendar days of the initial event/decision. A student completes the Skills Australia Institute Complaints and Appeals form, then submits this completed form to Student Services in person at an Skills Australia Institute reception or by emailing attaching the completed form to: studentservices@skillsaustralia.edu.au

If the student is not successful in the complaint/appeal process or are not satisfied with the outcome they must be advised that within 10 working days of the outcome they have the right to access an external complaints/appeals handling process by contacting the Overseas Student Ombudsman via email: ombudsman@ombudsman.gov.au

Recognition (Exemptions)

Recognition of Prior Learning (RPL)

This process encourages you to apply for recognition for 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 you are applying for recognition of existing skills and knowledge, then you will need to generate evidence to support your claim in order to be assessed. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, job description, resume or outlines of previous training and development.

To apply for RPL, contact Skills Australia Institute to discuss your skills recognition and assessment options. You will receive a copy of the Application for Recognition Form, which you will need to complete and return. An appointment will be made for you to discuss your application.

Please note: Credit for course fees are only calculated where an Application for Recognition is submitted prior to commencement of studies.

As a Registered Training Organisation Skills Australia Institute will recognise AQF Qualifications and Statement of Attainments issued by another RTO, refer to Credit Transfer.

Note: Recognition of Prior Learning may reduce your overall study time; any changes will be updated in PRISMS and therefore reported to The Department of Home Affairs (DHA), which may affect your student visa.

Credit Transfer

Credit transfer is where you have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in.

To apply for Credit Transfer, complete the Application for Recognition Form (available via Student Services) and attach copies of the evidence you have (e.g. Statement of Attainment or Qualification) to show you have completed the unit.

Where possible the assessment should occur before you commence your studies.

Skills Australia Institute's Recognition Policy recognizes that learning takes place not only through formal studies at recognized training organizations but also through activities such as employer based training and development and relevant life experience and if you are granted Credit Transfer by Skills Australia Institute you do not need to complete that unit of study again.

The policy supports the granting of credit to students with recognized Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other registered education provider.

Applications for RPL/Credit Transfer which require no further information will be assessed and you will be informed of the outcome of the assessment in writing within 10 working days of the application being received with all necessary supporting documentation. You will be notified in writing if any further information is required in support of your application.

For International Students: It is a condition of your visa that you are enrolled in full-time study. Full time study for VET courses is defined as 20 scheduled course contact hours per week, according to the National Code 2018 (standard 11). If RPL or Credit Transfer is granted, you will be required to enroll in alternative approved studies to make up for your full-time study load. Skills Australia Institute must report any change of course duration to The Department of Home Affairs (DHA) via PRISMS under the National Code 2018 (standard 2).

Note: If course credit is granted by Skills Australia Institute **before** your Student Visa is granted it will be indicated on your Confirmation of Enrolment with Skills Australia Institute. If course credit is granted by Skills Australia Institute **after** the Student Visa is approved, you will receive a report indicating any reduction of your course duration. Skills Australia Institute will adjust your course duration on PRISMS, which may have an effect on your visa.

Skills Australia Institute will provide a record of the RPL or Credit Transfer to you within 15 working days and in exceptional cases as soon as possible. You must acknowledge your acceptance of the RECOGNITION/CREDIT TRANSFER in writing **before** the recognition/credit transfer can take effect. A record of your acceptance will be kept in your personal file.

Application for Qualification or Statement of Attainment (Award)

Qualifications can only be issued to students who have been deemed Competent in all units of competence of their course (including all core and elective units). Students who have not been deemed Competent in all units of competence will receive a Statement of Attainment listing all units in which they have been deemed competent.

Students will need to complete the **Application for Qualification or Statement of Attainment (Award)** form, which they can submit electronically or in person to: studentservices@skillsaustralia.edu.au

- Preparation of the Award documentation may take up to 10 working days. Skills Australia Institute will send you an SMS when it is ready for collection.
- The Award documentation will not be prepared if there are outstanding fees, therefore students should ensure outstanding fees are paid PRIOR to applying for an Award.
- Skills Australia Institute will not provide your Award documentation to a third party, including parents, spouse etc.; unless you have nominated them on the form or provided formal written advice.
- Students who have undertaken any studies from January 2015, are required to provide their USI (Unique Student Identifier) BEFORE a qualification/statement of attainment (award) can/will be issued. In some cases you may be entitled to apply for an exemption, if you receive an exemption, please provide Skills Australia Institute with the Exemption Notice Letter. For more information about applying for a USI please refer to www.usi.gov.au.

Award collection method

- \$30 for international postage
- Collect from Skills Australia Institute
- Nominate a person to collect the award, with their details completed on the form

Skills Australia Institute will take every effort to ensure that the Award is packaged appropriately to avoid damage; however Skills Australia Institute will take no responsibility for any damage caused during postal delivery.

Policies

Skills Australia Institute Code of Conduct

Skills Australia Institute want to offer a harmonious learning environment in which each member respects the beliefs, feelings, person and property of others without condition.

By enrolling at Skills Australia Institute, you have agreed to adhere to the Skills Australia Institute Code of Conduct.

The Skills Australia Institute Code of Conduct is as outlined below. It was also included in your pre-enrolment documentation and is available at www.skillsaustralia.edu.au.

All students enrolled at Skills Australia Institute must uphold the following standards at all times. Students will:

1. behave honestly and with integrity;
2. respect other people's rights to hold different positions and views;
3. respect other people's beliefs, nationality, religion, age, associations and gender;
4. not use offensive language;
5. maintain an environment suitable for study and work free of interruption;
6. act with care and diligence on campus and at work-based training organisations;
7. meet course progress and/or course attendance requirements;
8. not cheat or plagiarise;
9. allow trainers to deliver their course material without being unnecessarily interrupted or disturbed;
10. adhere to Skills Australia Institute Uniform policies where required;
11. respect Skills Australia Institute's No Smoking, No Alcohol, No Drugs policy;
12. uphold the reputation of Skills Australia Institute,
13. provide accurate and timely notification of information required by Skills Australia Institute to make appropriate decisions about their continuing enrolment at the college;
14. comply with policies and procedures as stipulated in this student handbook;
15. comply with your Student Visa requirements
16. apply a high level of professionalism when communicating, socialising or networking using any social media or facility.

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 in writing, speaking about the breach to the CEO. Any student affected by a break in the rules of the Skills Australia Institute Code of Conduct is 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. It will be sent to the **Skills Australia Institute email account**, and a COPY will be sent to the student's personal email. The Notification of our Intention to Cancel will inform the student of the breach, and it will notify that he or she will be reported to the Department of Home Affairs (DHA) (under the Migration Act 1958) and the Department of Education and Training (DET).

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, or 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.

Process

Breaches to the Skills Australia Institute Code of Conduct will be processed as soon as possible. Involved parties will be informed in writing. Breaches are dealt with, by a committee formed to deal with the breach and include the Manager Student Support Services, Student Support Officer and where necessary selected students and staff.

Note: Skills Australia Institute will review its decisions based on documented compassionate/compelling circumstances.

If you are not satisfied with the outcome of any Skills Australia Institute decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Team, or via our website.

Alternatively, you can contact the Overseas Students Ombudsman 1300 362 072 (<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>) to lodge a complaint. Pamphlets are available via the Student Services Team.

Cancellation resulting from Breaches

In cases where we intend to cancel your enrolment because of a breach of the COLLEGE's Code of Conduct you will be issued with a "Notice of Intention to Cancel" which will be sent to you **via email to your Skills Australia Institute email account**, as a courtesy a COPY may be mailed to your last known postal address.

The Notification of our Intention to cancel will advise you of your breach and inform you that you may be cancelled from Skills Australia Institute and as a result reported to the Department of Home Affairs (DHA) and the Department of Education and Training (DET) which may affect your Student Visa.

Deferring, Suspending or Cancelling your Enrolment

Deferrals, Suspensions and Cancellations can only be applied for in writing, using the Course Variation Application Form (available from www.skillsaustralia.edu.au and at the reception desk). **VERBAL notifications to Skills Australia Institute staff or agents ARE NOT VALID.**

Definitions

- Deferral – postponing the commencement of your course prior to course commencement.
- Suspension – postponing your enrolment during your course.
- Cancellation – cessation of enrolment in the course.

For International Students: It is important to understand that deferrals, suspensions and cancellations may affect your student visa status.

Cancelling your enrolment will attract **cancellation fees**. Where applicable, cancellation may also affect your refund. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your Letter of Offer.

A deferral, suspension or cancellation of your enrolment can be initiated by yourself or by Skills Australia Institute. All applications for deferment, suspensions and cancellations must be lodged no less than 14 days in advance and will be considered within 10 working days.

For International Students: Standard 9 of the National Code 2018 states:

“A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.”

Deferment or suspension of study can be requested by you for compassionate and compelling circumstances. These can include but are not limited to:

- serious illness or injury, where a medical certificate states that the you are unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your studies;
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on you (these cases should be supported by police or psychologists’ reports)
- where the registered provider was unable to offer a pre-requisite unit, or you have failed a prerequisite unit and therefore face a shortage of relevant units for which you are eligible to enrol.

Right of Appeal

You have the right to appeal any decision by Skills Australia Institute to defer, suspend or cancel your studies. Skills Australia Institute will maintain the student’s enrolment until the internal and external complaints and appeals process are completed.

Deferral of enrolment - Student initiated

You may request a deferral of your course commencement by completing an Application for Deferment as follows:

Complete an Application for Deferment Form with evidence to support your application, and submit to the Student Support Officer who will:

1. Discuss your application for deferment with the Executive Management Team;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new schedule/intervention strategy
4. Inform you whether your application for deferment affects your visa;

5. Update your student file accordingly;
6. Send you a letter outlining the deferment details, and
7. Notify the Department of Home Affairs (DHA) via PRISMS that the enrolment has been deferred.

Note: Deferring your enrolment may cause your refund for the current and subsequent semester to be forfeited. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer.

In the event of a student-initiated deferral for compassionate or compelling circumstances, there are two possible outcomes. Skills Australia Institute will notify the Department of Education and Training through PRISMS that it is either going to:

- Defer your enrolment without any effect on the end date of your CoE. A notice of deferment will be recorded in PRISMS; or
- Defer your enrolment for a period which **will affect** the end date of your CoE. PRISMS will automatically cancel your original CoE and Skills Australia Institute will create a new CoE based on your intended date of return.

A deferment of your studies **will not affect** your course attendance. However, reporting a deferment to your studies **may affect your student visa**. You are advised to contact the Department of Home Affairs (DHA) via either www.homeaffairs.gov.au or via telephone 131 881, to seek advice on any potential impacts on your visa.

Suspension of enrolment - Student initiated

The Executive Management Team must approve your application for suspension in writing before you can leave. You must lodge your request for suspension with a Course Variation Application Form, at least 10 working days prior to the requested suspension date (unless in an emergency – see ‘compassionate or compelling reasons’). The maximum accepted duration for suspensions is two study terms (20 weeks).

Note: Suspending your enrolment may cause your refund for the current and subsequent semester to be forfeited. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer.

Complete a Course Variation Application Form and submit to the Student Support Officer, who will:

1. Discuss your application for suspension with the Executive Management Team;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
4. Inform you whether your application for suspension affects your visa;
5. Update your student file accordingly;
6. Send you a letter outlining the details of your suspension, and
7. Notify the Secretary via PRISMS that the enrolment has been suspended.

In the event of a student-initiated suspension for compassionate or compelling circumstances, there are two possible outcomes. Skills Australia Institute will notify the Department of Education and Training through PRISMS that it is either going to:

- Suspend your enrolment without any effect on the end date of your CoE. A notice of suspension will be recorded in PRISMS; or
- Suspend your enrolment for a period which **will affect** the end date of your CoE. PRISMS will automatically cancel your original CoE and Skills Australia Institute will create a new CoE based on your intended date of return.

A suspension of your studies **will not affect** your course attendance. However, reporting a suspension to your studies **may affect your student visa**. You are advised to contact the Department of Home Affairs (DHA) via either www.homeaffairs.gov.au or via telephone 131 881, to seek advice on any potential impacts on your visa.

Deferment of enrolment - Skills Australia Institute initiated

Skills Australia Institute may defer your enrolment of a course if the course does not commence as agreed in the Student Agreement.

You 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 stipulated in the refund and cancellation policy outlined in this student handbook and available on our website.

Suspension of enrolment - Skills Australia Institute initiated

Skills Australia Institute may suspend your enrolment for a course if the course ceases to be provided at any time after it starts but before it is completed.

You will be informed about the changes to the course details and receive a refund, where applicable, as stipulated in the refund and cancellation policy outlined in this student handbook and available on our website.

Cancellation of enrolment - Skills Australia Institute initiated

Skills Australia Institute may choose to defer, temporarily suspend or cancel your enrolment under the following circumstances:

- Breach of the Skills Australia Institute Code of Conduct
- Assault of another student or staff member
- Non-participation of class and/or not contacting Skills Australia Institute for a period of 10 working days or longer.
- Misbehaviour by the student;
- Failure to pay course fees;
- Any behaviour or serious breach of the Skills Australia Institute Code of Conduct, identified as grounds for possible expulsion.

Where Suspension and Cancellation is not initiated by the student, you have the right to access the Skills Australia Institute Complaints and Appeals Process as listed below.

The suspension or cancellation of the overseas student's enrolment under Standard 9.3 (National Code 2018) cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Deferment and suspensions will be recorded on the Provider Registration & International Student Management System (PRISMS).

If Skills Australia Institute decides to defer, temporarily suspend or cancel your enrolment, then Skills Australia Institute will let you know about their decision in writing, via a Notice of Intention to Cancel/Suspend/Defer. Skills Australia Institute will remind you, that the change in enrolment status may affect your visa, and that you have 20 working days to use Skills Australia Institute's complaints and appeals process as outlined in this Student Handbook. A copy of all correspondence will be kept in your student file.

If you decide not access the complaints and appeals process, then Skills Australia Institute is required under Section 19 of the ESOS Act 2000, to advise the Department of Home Affairs (DHA)

<https://www.homeaffairs.gov.au/> about changes to your enrolment and breaches of your visa conditions relating to academic performance and attendance.

If you do use the complaints and appeals process, the deferment/suspension/cancellation will not take effect until the process is completed.

Complaint and Appeal Process

Skills Australia Institute provides a complaints and appeals process that is transparent, fair and equitable and refers student to an independent external body if necessary.

As per the requirements of National Code 2018 (Standard 10) and ESOS Act, Skills Australia Institute complaint and appeal processes are:

- Available to all students
- Confidential
- FREE of cost
- The Complaints and Appeals process must commence within **ten (10) working days** of receipt of the **complaint and/or appeal**

The processes set out hereinafter do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Definitions

Complaint

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

A complaint can be lodged either informally or formally.

Informal Procedure

- a) You can lodge an informal complaint and appeal verbally, face-to-face, over the telephone or through a third party (friend, family member etc.) to any staff member at Skills Australia Institute.
- b) Staff members will promptly attempt to resolve your complaint and appeal if the matter lies within their range of responsibilities and authorities. In all other cases, the staff member receiving your complaint and appeal will refer you to the Student Services Team.

Formal Procedure

- a) A formal complaint and appeal can be lodged to any staff member, in writing, over the telephone, via email or through other methods of communication.
- b) The staff member you approach will ask you whether you wish to lodge a formal complaint and issue a Complaint and Appeals Form or refer you to Student Support Officer, whichever you prefer.
- c) The Student Support Officer will inform you about Skills Australia Institute's complaint and appeal process, including:
 1. Assuring you of your right to complain without fear of being disadvantaged or punished in any way;
 2. Assuring you that the matter remains confidential and students have the right to view their submissions, reports and outcomes of a formal complaint with the Student Support Officer during Skills Australia Institute normal operating hours;
 3. Asking you whether a translator is required;
 4. Allowing you to present your case **FREE of cost**;

5. Informing you about your right to access the:

Overseas Students Ombudsman

www.ombudsman.gov.au/making-a-complaint/overseas-students

Telephone: 1300 362 072

9:00am to 5:00pm (Monday to Friday, Australian Eastern Time)

Information booklets from the Ombudsman are available at the Reception Desk

6. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings;
7. Inform you that Skills Australia Institute will commence the complaints and appeals process within 10 days of the lodgement date of the complaint or appeal;
8. Once a decision has been reached you will be informed about the outcome of your complaint/appeal, in a written statement which will include details of the reasons for the outcome.
9. Inform you about your right to lodge a complaint and appeal for external review, if you are not satisfied with the outcome
10. Inform you that Skills Australia Institute maintains your enrolment throughout the complaints and appeals process, including the external review process with the Overseas Students Ombudsman.
11. Informs you about the following process after your complaint or appeal has been received.
 - d) The Student Support Officer or in the absence of the Student Support Officer or the Manager of Student Support Services the Student Support Manager will hear you and will make notes of it in the complaint and appeal form and in the Student Database (BECAS).
 - e) The Student Support Officer or the Manager of Student Support Services investigates and liaises with relevant staff (also the Student Support Manager if staff conduct involved) to gather information about your complaint. The Student Support Officer prepares a case file for presentation to the Executive Management Team.
 - f) The Executive Management Team makes a decision about your complaint.
 - g) Once a resolution is reached, the Student Support Officer prepares a draft letter and submits it to the Student Support Manager for approval;
 - h) Once a decision has been reached and approved, you will be provided with a written statement which will detail the reasons for the outcome. Within this you are invited to acknowledge your satisfaction with the outcome or otherwise your intention to access Skills Australia Institute's external appeals process.
 - i) If you are satisfied with the outcome, the relevant files will be updated and the case is closed.
 - j) If you are not satisfied with the outcome, then you have the right to access Skills Australia Institute's external review process with the Overseas Students Ombudsman.

Appeal

An appeal is the process of informing Skills Australia Institute about your dissatisfaction with a decision made by Skills Australia Institute. The decision may be about an assessment outcome, a complaint outcome, a decision not to defer your course or any other decision made by Skills Australia Institute. Appeals relating to an assessment outcome must be lodged within **two weeks** of the date the original assessment outcome was given to you. Appeals relating to other matters should be lodged as soon as practical.

You may appeal on the following grounds:

- Skills Australia Institute's failure to record the outcome of your assessment accurately
- Compassionate or compelling circumstances, or
- Skills Australia Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.

A reasonable cause for non-compliance is compassionate or compelling circumstances, which may include:

- Serious illness or injury (requires a medical certificate stating that the student was unable to attend class)
- Bereavement of close family members – parents or grandparents (death certificate to be provided)
- Major political upheaval or disaster in your home country requiring emergency travel
- Traumatic experience – such as being involved in or witnessing an accident
- Committing a crime – or impacted 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
- Stress and depression (unless certified by a medical certificate)
- Tiredness

Appeals relating to other matters should be lodged as soon as practical.

Appeal Procedure

- a) An appeal can be lodged verbally with the Student Support Officer or in writing using the Complaints and Appeals form. The Student Support Officer can assist you in completing the form.
- b) The Student Support Officer will invite you to a meeting to inform you about Skills Australia Institute's appeal process, including:
 1. Informing you of your right to appeal without fear of being disadvantaged or punished in any way
 2. Assuring you that the matter remains confidential
 3. Asking you whether a translator is required
 4. Allowing you to present your case at no cost
 5. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings
 6. Informing you that Skills Australia Institute will commence the appeal process within 10 working days of the lodgement date of the complaint or appeal
 7. Once a decision has been reached you will be informed about the outcome of your appeal, in a written statement which will include details of the reasons for the outcome. Informing you about your right to lodge the complaint or appeal with the overseas student Ombudsman (see section in this handbook)
 8. Inform you that Skills Australia Institute maintains your enrolment throughout the appeal process, including the complaints process with the Ombudsman
 9. Informs you about the following process after your complaint has been received:
 - The Student Support Officer, or in the absence of the Student Support Officer, the Manager Student Service Support, will accept your appeals form and make a note of the complaint in the Student Database.
 - The Student Support Officer investigates and liaises with relevant staff (and the Manager Student Service Support if staff conduct is involved) to gather information about your complaint.
 - Student Support Officer prepares a case file for presentation to the Executive Management Team.
 - The Executive Management Team determines an outcome of your complaint.
 - Student Support drafts a letter with the outcome/resolution and submits it to the Student Support Manager for approval.

- If you are satisfied with the outcome the relevant files will be updated and the case is closed.

The procedures set out here do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australian Consumer Protection Laws. Also, these procedures do not circumscribe any individual's rights to pursue other legal remedies.

Appeals relating to an assessment outcome must be lodged within two weeks of the date the original assessment outcome is provided to you.

To appeal an assessment outcome first discuss your assessment outcome with your trainer. If you cannot resolve the matter, or choose not to discuss the matter with your trainer, you can lodge an appeal in writing using the Complaints and Appeals form.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process:

- If the appeal shows that there was an error in recording the outcome of your assessments, Skills Australia Institute does not report the student and there is no requirement for an intervention

Where:

- The student has chosen not to access the complaints and appeals process within 20 working days
- The student withdraws from the process, or
- The process is completed and results in a decision supporting Skills Australia Institute (i.e. your appeal is unsuccessful)

If you appeal relates to a Notice of Intention to Cancel and/or Notice of Intention to Report, and the Appeal is unsuccessful you will receive a notice of the outcome, and your enrolment at Skills Australia Institute may be cancelled and The Department of Home Affairs (DHA) informed via PRISMS. You will also be informed of your rights to access the Overseas Student Ombudsman Australia at (Freecall) 1800 117 000 to lodge a complaint. Please ensure that you inform Skills Australia Institute of your intention to lodge a complaint/appeal with the overseas student ombudsmen.

Please note that during the appeals process you are allowed to continue with your studies.

Student discipline / Disciplinary reasons

Skills Australia Institute treats all breaches of Skills Australia Institute's Code of Conduct seriously. Students are expected to report any breaches of the Code of Conduct to the Student Support Officer. Skills Australia Institute Staff member MUST report breaches to the Manager Student Service Support.

All breaches are automatically substantiated and will be investigated. The repercussion of breaches can be as follows:

- Written Warning
- Suspension from Class
- Request for apology
- Counselling
- Student monitoring
- Mediation
- Supervised withdrawal from class
- Cancellation of enrolment

Depending on the severity of the breach, Skills Australia Institute **may decide at its discretion** to investigate a matter either by itself, or involving students and staff to make informed decisions.

Where the breach is perceived as being an immediate risk to the wellbeing of students, staff or the general public, Skills Australia Institute will report the breach to relevant authorities, including the Police.

In cases where we intend to cancel your enrolment because of a breach of Skills Australia Institute Code of Conduct (including unsatisfactory course progress and/or unsatisfactory course attendance) you will be issued with a 'Notice of Intention to Cancel' which will be sent to you **via email to your Skills Australia Institute email account**, as a courtesy a COPY may be mailed to your last known postal address.

The Notification of our Intention to Cancel will advise you of your breach and inform you that you are subject to cancellation which may be reported to The Department of Home Affairs (DHA) which may affect your student visa.

Examples of serious breaches

1. Low attendance/participation
2. Non-Payment of Fees
3. Plagiarism
4. Academic Dishonesty

Non-payment of fees

Tuition fees must be paid in advance and prior to the commencement of a study period, due dates are as outlined in your Offer Letter (Payment Agreement). Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee of \$250 will be charged.

If you do not pay your fees prior to the commencement of the course study period, you will be issued a NOTIFICATION OF OUR INTENTION TO CANCEL your enrolment. The Notice will be sent to you via email only.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If Skills Australia Institute has not received your payment 20 working days after the Notification of our Intention to Cancel has been emailed to you, your enrolment MAY be cancelled.

If you are experiencing difficulties paying your fees by the due date, you must speak to the Finance Officer or Student Support Officer at Skills Australia Institute **BEFORE THE FEE BECOMES OVERDUE**. Skills Australia Institute reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no payment plan has been signed.

Academic Course Progress/Course Attendance

For International Students - Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times.

Under the ESOS Act, Skills Australia Institute is required to notify you AND the Department of Home Affairs (DHA) if you have breached your student visa conditions as a result of having failed to maintain satisfactory course progress or if applicable, course attendance requirements.

Hours of Attendance

For VET students it is a condition of your visa that you are enrolled in full-time study. National Code Standard (Standard 11.2) defines full time study for VET courses as a minimum of 20 scheduled course contact hours per week.

An attendance is taken for each VET class. This includes the date, time, location, trainer, and names of students in the class. Lateness and absences will be recorded. If a student is absent from a class due to medical reasons, the student must provide a medical certificate from a registered health provider to the Student Services team. The letter provided must cover the entire period of absence. It must be submitted within three days of the absence occurring.

Course Progress Policy and Procedure

As an International Student you are required to maintain satisfactory course progress as a condition of your student visa. Skills Australia Institute must monitor, assess and record your course progress, and must intervene if you are at risk of unsatisfactory course progress. This requirement is as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8).

Skills Australia Institute will review your progress at the end of each Study Period (10 weeks). Your results for the units scheduled during that study period will be reviewed.

Your course progress will be deemed SATISFACTORY if:

* You have successfully completed[#] or demonstrated competency in at least 50% of the units scheduled during that study period (study period = 10 weeks)

[#]Successfully completing a unit (where competency is not yet determined), is where you have achieved a satisfactory result for all assessments that were due to be submitted, in the study period.

Your course progress will be deemed UNSATISFACTORY if:

* You have not successfully completed^{##} or demonstrated competency in at least 50% of the units scheduled in two (2) consecutive study periods (study period = 10 weeks).

^{##}Not successfully completing a unit (where competency is not yet determined), is where you have achieved a Not Satisfactory Result (including did not submit/did not attend) for one or more assessments due to be submitted, in the period.

Where you are assessed as having unsatisfactory course progress, Skills Australia Institute must issue you with a Notice of our Intention to Report – Unsatisfactory Course Progress, to the Department of Education and Training, via PRISMS. The Department of Home Affairs is notified of a student whose course has been deferred suspended or cancelled through PRISMS, which may affect your student visa.

Factors that could affect your course progress:

- Submitting plagiarised/copied work which has resulted in a Not Yet Competent outcome.
- Not completing pre-requisite unit required to progress to the next unit of study.
- Having too many outstanding assessments.
- Being absent for too long to be able to achieve competency within the duration of your eCOE.
- Your trainer identifies you as being at risk of making unsatisfactory course progress before the end of each study period.

Please note: Skills Australia Institute may permit you to re-enrol in units you have been deemed not yet competent; however any associated costs, such as additional course fees, visa extension fees and other fees are your responsibility.

Intervention Strategy

For International Students Skills Australia Institute's intervention strategy will apply to you if it comes to our attention that you **are at risk** of not maintaining satisfactory course progress and/or participation (attendance).

For Course Progress, this is identified because you have not successfully completed or demonstrated competency in at least 50% of the units scheduled in one (1) study period (study period = 10 weeks).

At the end of each study term, you will be assessed against the Course Progress policy. If you are identified for the first time as not maintaining satisfactory course progress, the Skills Australia Institute intervention strategy is implemented within four (4) weeks.

Intervention

An Intervention Strategy is an agreement between you and Skills Australia Institute in which you agree to adhere to a strict plan which may involve additional extracurricular work (homework) and extracurricular coaching sessions with a trainer (See note below). An intervention strategy is necessary where you have been deemed at risk of not meeting satisfactory course progress and/or satisfactory course attendance requirements.

Skills Australia Institute's intervention strategy includes:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress/attendance; and
- the process by which the intervention strategy is activated.

Skills Australia Institute's intervention strategy includes provision for:

- advising you on the suitability of the course in which you are enrolled;
- advising you that unsatisfactory course progress and/or unsatisfactory course attendance in for your course could lead to you being reported to the Department of Home Affairs (DHA), which may result in the cancellation of your student visa, depending upon the outcome of any appeals process.

A copy of the intervention strategy will be submitted to your Trainer/s and the Course Co-ordinator, delivering and assessing the relevant units of competencies. Trainer/s will be instructed to monitor your adherence with the intervention strategy and to report any short comings (such as tardiness, non-attendance and/or unsatisfactory performance).

If you fail to fulfil the requirements of the agreed intervention strategy a warning letter will be issued to your Skills Australia Institute email account. You must respond to the warning letter, clearly indicating the reasons for not adhering to the intervention strategy.

Reporting:

Skills Australia Institute must notify you of its intention to report to The Department of Home Affairs (DoHA) and The Department of Education and Training (DET), via PRISMS for the following reasons:

- **VET Courses (unsatisfactory course progress **only**):**
If you are identified as not maintaining satisfactory course progress in a second consecutive study term in a course.

The Notice of our Intention to Report (NOR) officially advises you that you are in breach of your student visa requirements and that you will be reported to the Department of Home Affairs (DoHA) which may affect your student visa.

If your progress has been deemed unsatisfactory for 2 consecutive study terms, a Notice of our Intention to Report will be sent to you **via email to your Skills Australia Institute email account** and a COPY mailed to your last known postal address. The Notification of our Intention to Report will advise you of your breach and inform you that you will be reported to DoHA.

You may access the Complaints and Appeals Process within 20 working days from the date stated in the Notification of our Intention to Report. To access the Complaints and Appeals process you must complete a Complaints and Appeals form available on the Skills Australia Institute web site www.skillsaustralia.edu.au or from the Student Services Office. You may contact the Student Support Officer to assist you with this process. Read more about the Complaints and Appeals process in this student handbook.

Skills Australia Institute must maintain your enrolment by only reporting a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- A breach has been upheld in the complaints and appeals process;
- You have chosen not to access the internal complaints and appeals process within the 20 days
- You have chosen not to access the external complaints and appeals process or you have not accessed it within 20 days; or
- You have withdrawn from the complaints and appeals process.

Extending Course Duration

Skills Australia Institute may choose to extend a student's course duration in the following situations:

- It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision;
- If Skills Australia Institute has implemented or is in the process of implementing an Intervention Strategy for an overseas student who is at risk of not meeting satisfactory course progress;
- An overseas student has an approved deferral/suspension of their enrolment.

If Skills Australia Institute extends the duration of an overseas student's enrolment, students are advised they need to visit the Department of Home Affairs website to seek advice on any potential impacts on their visa.

Bring Your Own Device Policy

The use of personal devices at Skills Australia Institute will be governed by the Student Bring Your Own Device (BYOD) policy and the needs of Skills Australia Institute. When at a Skills Australia Institute location internet access will be provided through the wireless network at no cost to the students who are enrolled at Skills Australia Institute.

- Students are responsible for the care and maintenance of their personal devices including data protection and battery charging.
- Skills Australia Institute will not accept any liability for any theft, damage or loss of any student's device. Any device bought onto Skills Australia Institute premises is done so at their own risks.
- Skills Australia Institute is not obliged to provide hardware or technical support for devices.
- Where Skills Australia Institute has reasonable grounds to suspect that a device contains data which breaches the BYOD Agreement, they may confiscate the device for confirming the existence of the material. Depending on the nature of the materials involved, further action may be taken including referral to the police and/ or Skills Australia Institute disciplinary action, whichever is appropriate.
- It is important to ensure that students are aware of and agree to their obligations under the Student Bring Your Own Device (BYOD) Policy and relevant policies, prior to using their own device on the Skills Australia Institute Wi-Fi network. The BYOD student responsibilities will be explained during student orientation session.
- By accepting the terms, the student acknowledges that they agree to comply with the conditions of the Student BYOD Policy. Understand that non-compliance may result in the student being subject to college disciplinary action.

Cost

- Internet access through Skills Australia Institute's network will be provided at no cost to students.
- Access to course resources will be provided through the Learning Management System and other published portals.
- A large selection of licensed software will be made available for student use whilst at Skills Australia Institute, as per training package requirements or accredited course requirements).

Student Responsibilities

- Students are solely responsible for the care and maintenance of their BYO devices.
- Students are responsible for managing the battery life of their device and acknowledge that Skills Australia Institute is not responsible for charging their devices. Students should ensure that their devices are fully charged before bringing them to Skills Australia Institute.
- Students are responsible for taking insurance coverage of their own device to protect any accidental damage, theft or loss.
- Students must have a supported operating system and current antivirus software installed on their device and must continue to maintain the latest service packs, updates and antivirus definitions.
- Students should not attach any Skills Australia Institute-owned equipment to their mobile devices without the permission of the trainer or Manager Student Support Services.
- Students are responsible for securing and protecting their device in colleges. This includes protective/carry cases and exercising common sense when storing the device. Skills Australia Institute is not required to provide designated or secure storage locations.
- Students are responsible for ensuring the operating system and all software on their device is legally and appropriately licensed.

Damage and loss

- Students bring their devices to Skills Australia Institute at their own risk.
- In cases of malicious damage or theft of another student's device, processes for damage to college or another student's property apply. Skills Australia Institute does not provide accidental damage

or theft cover for 3rd party (student owned) devices and shall therefore not be liable for any damages or theft that occurs on Skills Australia Institute's premises unless the device was under the direct control of a staff member.

- Under no circumstances should devices be left in unsupervised areas (including, but not limited to, Skills Australia Institute premises, open building spaces, specialist areas, offices, unlocked classrooms or toilets). Any device left in these areas is at risk of being stolen or damaged. If a device is found in an unsupervised area, it will be taken to the Student Services office.

Technical Support

- Skills Australia Institute is under no obligation to provide any technical support on either hardware or software.
- As part of the BYOD Program, Skills Australia Institute will offer technical support that will assist in helping students with connecting to the college's network and internet. Due to the device being owned by the student, all other technical support and warranty issues will need to be sourced by the student from an external provider.

Acceptable use of BYO devices

- Using Skills Australia Institute's network to seek out, access, store or send any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature is prohibited. Such use may result in legal and/or disciplinary action.
- Students shall not create, transmit, retransmit or participate in the circulation of content on their devices that attempts to undermine, hack or bypass any hardware and software security mechanisms that have been implemented by Skills Australia Institute.
- Students must not copy, transmit or retransmit any material that is protected by copyright, without prior permission from the copyright owner.
- Mobile phone voice and text, SMS messaging or device instant messaging use by students during the college hours is prohibited during class time.
- Students must not take photos or make video or audio recordings of any individual or group without the express permission of each individual being recorded and the permission of a Trainer.
- The Manager Student Support Services retains the right to determine what is, and is not, appropriate use of BYODs at the college within the bounds of privacy and other legislation.
- The consequences of any breaches of this policy will be determined by the Manager Student Support Services, in accordance with the college's welfare and discipline policies.

Technology Standards

- Student BYOD device must meet the following technology standards for maximum efficiency of use on Skills Australia Institute campus:
- The wireless network installed at Skills Australia Institute operates on both the 2.4 Ghz and 5 Ghz range. Devices with 802.1x compliant will be able to connect as long as they support WPA Enterprise encryption (The ability to provide a username and a password to join the Wi-Fi network).
- The battery life of the device should be capable of lasting 5 hours minimum of constant use without charge.
- Device hardware specifications must meet the minimum (ideally the recommended) specifications of the operating system and all applications.
- Device must meet current operating system requirements (minimum Windows 8 Home edition or later)
- Processor: Intel Core i3 / AMD 2.0 Ghz or better

Student Dress Code

To maintain the good image of Skills Australia Institute, students are reminded to be appropriately attired in a manner befitting the status of Skills Australia Institute students as well as the occasion, when you are on campus.

You should dress appropriately in rooms / kitchen/ offices. For example,

- **Clothing**
 - you must not expose your midriff, chest, upper thigh or show visible cleavage or undergarments
 - you must not wear clothes that are transparent (see-through)
 - your clothes must not bear any vulgar, offensive or obscene prints or language
- **Footwear**
 - you must not wear flip-flops or slippers (thong sandals are allowed if prescribed)

For security purposes, students must be readily identifiable at all times with their faces uncovered. Students shall not wear anything that prevents ready identification such as full-face motorcycle helmets, masks or veils.

Student Feedback

At Skills Australia Institute our goal is for all our students to Dream, Seek, & Achieve. We are always keen to hear your views about where we are and more importantly aren't meeting this goal. Student feedback is a valuable source of information for Skills Australia Institute (us) to improve the quality of training as well as the overall student experience. As such, we provide multiple avenues for both structured and unstructured feedback. We also welcome you to provide feedback on our services at any time.

There are four (4) ways for you to provide feedback to Skills Australia Institute. They are:

Monthly Feedback

Every month, Skills Australia Institute issues an email survey to all the students currently studying with us. This survey focuses on gathering feedback on your experience over the recently passed month, including your most recently completed or studied unit/module/subject/course level. The feedback is monitored each month and survey results are sent to both the Course Coordinators and the Executive Management Team to review and identify areas for continuous improvement. Where you identify that you would like to discuss your feedback with a Skills Australia Institute team member, a meeting is arranged.

End of Course Feedback

At the end of the course, Skills Australia Institute issues an email survey to all students that have collected their qualification in the last month. This survey focuses on your overall experience at Skills Australia Institute, including your entire course of study. The feedback is monitored each month and survey results are sent to both the Course Coordinators and the Executive Management Team to review and identify areas of continuous improvement. Where you identify that you would like to discuss your feedback with a Skills Australia Institute team member, a meeting is arranged.

Sending Emails

All students are encouraged to send us feedback at any time using the designated email account feedback@skillsaustralia.edu.au. This email account is monitored daily by the Skills Australia Institute Compliance Team. All feedback is reviewed by the Executive Management Team and where you

require assistance or further clarification, a meeting is arranged between you and a member of the Student Services Team, to ensure that you have your concerns addressed.

Student Services Team & Official International Student Point of Contact

Our Student Services Team is here to help and support you with Academic and Non-Academic issues. You are welcome to come and discuss feedback about Skills Australia Institute with them in person or via telephone on (08) 6148 1300 (Perth) or (08) 8120 4186 (Adelaide).

Skills Australia Institute reviews all the above methods of feedback with Continuous Improvement in mind. Where an improvement can be made to the services and courses offered to Skills Australia Institute Students, a Continuous Improvement Request form is completed and changes are implemented by the Executive Management Team. Where changes and/or improvements are a direct result of your feedback, information is published in the monthly Student Newsletter so that you can understand the value of the feedback process and see that your satisfaction is of the utmost importance to Skills Australia Institute.

Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

To ensure that we are able to assist you with these needs, please ensure that you advise us either at the time of your enrolment or via our student support Officers.

Social Media Policy

Social media refers to any facility for online publication and or commentary including blogs, Facebook, Twitter, YouTube, Instagram, virtual words, text messaging and many more. This policy provides guidance as to our expectations when your activity on social media refers to or relates to Skills Australia Institute and its stakeholders (example: Students, Staff, Employers, Government).

This policy applies to all students and to any other person who uses social media either in an authorised capacity, as part of their job, or in a personal capacity, where social media activity concerns Skills Australia Institute, its products and services, its people, clients, vendors, competitors and or other business related individuals or organisations.

All students are required to apply a high level of professionalism when communicating, socialising, or networking using any media or facility. None of the material published concerning Skills Australia Institute and its stakeholders shall, in all circumstances, be perceived as being menacing, harassing or offensive in any way.

Failure to comply with the Skills Australia Institute Social Media Policy may result in disciplinary action, including cancellation of studies.

Health and Safety on Campus

Skills Australia Institute has adopted the SAFE risk management model. It is a simple and easy to remember process for undertaking risk management. The SAFE risk management model enhances health and safety in the workplace and incorporates a simple four step process. The steps are:

- S** Spot the hazard
- A** Assess the risk
- F** Fix the problem

E Evaluate the results

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

- A workplace that is safe to work in
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- 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

Each Skills Australia Institute campus has a Health and Safety Officer, who regularly checks the campus and reports issues.

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 illicit drugs on campus and at work-based training venues
- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Safe lifting and carrying techniques used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognized and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

All Skills Australia Institute students are required to REPORT any HAZARD immediately to a Skills Australia Institute Staff Member.

Emergency Evacuation Procedure

Emergency Evacuation plans (maps) are located in every classroom and throughout each Skills Australia Institute campus. Please ensure you are familiar with emergency evacuation procedures and location of exits, fire extinguishers, fire alarm sounds and emergency assembly points in case an emergency happens while you on campus. The evacuation plans will be reviewed with you at Orientation, and again at commencement of each new unit/course.

Each campus has emergency evacuation diagrams (see 'Diagram 1' above). These are located within each campus building and identify the location of First Aid kits provided for student/staff to use. Please note that no staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they are not comfortable with it.

All Skills Australia Institute students are required to REPORT any STUDENT OR STAFF Emergency immediately to a Skills Australia Institute Staff Member.

Critical Incidents

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event. Such Critical Incidents are not limited to but may include:

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

Note: *Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.*

Student Procedure

If you as a student are involved in or witness a Critical Incident, see the below procedure:

- Please contact the Skills Australia Institute, if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 1300 118 368.
- An appropriate staff member may ask you to provide more details whilst they complete a 'critical incident report'.
- The report and all information you have provided will be completed/verified by the Student Support Manager and given to the CEO of Skills Australia Institute.
- The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident (Critical Incident Report Form).
- Skills Australia Institute will notify the Department of Home Affairs (DoHA) on your behalf as soon as practical after the incident. Skills Australia Institute will also report via the Provider Registration and International Student Management System (PRISMS).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

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

Skills Australia Institute Privacy Notice

Under the *Data Provision Requirements 2012*, **Skills Australia Institute** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the **Skills Australia Institute** enrolment form), may be used or disclosed by **Skills Australia Institute** for statistical, administrative, regulatory and research purposes. **Skills Australia Institute** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Concurrent Course Enrolment Guidelines and Disclaimer

Concurrent Course Enrolment means that you are enrolling simultaneously in more than one award course. Skills Australia Institute permits concurrent enrolment for its International Students based on the information outlined in these guidelines. As an international student, the regulations stipulate that each course you study must be CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) registered.

Therefore, Skills Australia Institute permits concurrent enrolments provided that:

- The student maintains satisfactory academic progress, including attending/participating in all scheduled classes within Skills Australia Institute.
- Details of the concurrent enrolment are provided to our Student Services Team, including course name, commencement/completion dates, and institution information. This information must be submitted prior to commencement of the concurrent course.
- The student completes the provided Concurrent Course Enrolment Disclaimer when registering for a course at Skills Australia Institute.

Transfer to another Provider

Any Skills Australia Institute student who wishes to transfer to another provider must have completed more than six months of their principal course at Skills Australia Institute.

If a student has not completed more than six months of their principal course, Skills Australia Institute will only grant the transfer request if it is in the student's best interests, including but not limited to:

- the student will be reported to DoHA for unsatisfactory course progress at the level they are studying. In order to consider these circumstances, the student must have engaged in Skills Australia Institute's Intervention Strategy;
- the student is not coping in the program, and has sought academic assistance from Skills Australia Institute. The student has not improved their academic performance;
- there is evidence of compassionate and compelling circumstances that suggests transferring to another Provider is in student's best interest.
- Skills Australia Institute is unable to deliver the course, as outlined in the Offer Letter;
- evidence has been provided of the student's reasonable expectations of the course are not being met;
- Documentary evidence has been provided that the student was misled by Skills Australia Institute or an education agent regarding the Skills Australia Institute or course and is therefore unsuitable to their needs and/or study objectives; or
- an appeal (either internal or external) on another matter results in a decision or recommendation to release the student;
- a sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change; and the student has a valid unconditional offer letter from the receiving provider
- The student is genuinely unable to achieve satisfactory course progress, even after engaging with Skills Australia Institute's intervention strategies and support systems.

Circumstances where Skills Australia Institute will refuse a request for transfer prior to completing the first six months of the Principal Course of study:

- if the student does not have a valid unconditional Offer Letter from another provider;
- the student is transferring to a non-AQF level course;
- student is experiencing Course schedule conflict with personal, work, or other non-study related commitments;
- Student has been warned for non-attendance or failed to meet minimum attendance requirements set by their visa.
- Skills Australia Institute forms the view that the student is trying to avoid being reported to Immigration for failure to meet the Provider's attendance and/or academic progress requirements;
- Student changes his/her mind about the Course – students may apply to transfer to another Course within Skills Australia Institute, but will not be granted a release on the basis of a change of mind;
- Student expresses difficulty with Course material and/or has been identified as being "at risk" of failing, but has not availed themselves of any Intervention Strategy or academic support services;
- there are outstanding fees owing to Skills Australia Institute.; or
- Skills Australia Institute believes the transfer will be detrimental to the student. This could include, but are not limited to, the following circumstances:
 - the transfer will not aid their progress through a set package of courses;

- the student has not highlighted to Skills Australia Institute the actual benefits they will attain from making the transfer;
 - the student has recently had an intervention strategy put in place and there has been insufficient time to assess whether or not this will be an effective solution for the student; or
 - the Skills Australia Institute forms the view that the student is avoiding being reported to DoHA for breaching any student obligations or student visa conditions.
- The approval of transfer of a student to another institution does not remove the requirement for the student to pay any outstanding fees nor does it indicate the agreement to provide any refund. The *Refund and Cancellation Policy – International Students*, independent of this policy, govern the calculations of cancellation fees and refunds.
 - After six months within the principal course, no restriction for transferring to another provider applies.

A student transfer request will always be refused unless a student has a valid unconditional enrolment offer from the receiving provider.

Transferring from another Provider

Skills Australia Institute will not enrol students transferring from another provider prior to the student completing six months of their principal course of study.

Exceptions to this are:

- the provider is no longer registered to deliver courses to international students, or the course in which the student is enrolled has ceased to be registered;
- the provider has been sanctioned by an Australian, State or Territory Government Department that prevents the student from continuing their course;
- the course is no longer available to international students;
- the provider has issued a Letter of Release; or
- the student's Government sponsor has provided a written letter to support the change of provider.

International Students with a valid student visa and who have studied longer than six months within their principal course can enrol without a letter of release.

Students under 18 Years

Skills Australia Institute does not accept students under the age of 18 years old.

Refund and Cancellation Policy

Refund and Cancellation Policy Overview

The Skills Australia Institute Refund and Cancellation Policy covers how REFUND and CANCELLATION Fees are calculated in the event of Student Default or Skills Australia Institute Default. The calculations are in accordance with federal legislation and regulations including the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

Cancellation fees

Where a course of study is cancelled before the agreed Completion Date, Skills Australia Institute will calculate the Cancellation Fee in accordance with the VET table.

Fees and Charges

Fees payable may include the following:

- **Application Fee:** The Application Fee is the fee charged to all applicants to review their application and supporting documentation to enrol in a course of study. ***The Application Fee is NON-REFUNDABLE.***
- **Tuition Fees:** Tuition Fees are the fees payable to Skills Australia Institute for undertaking a course. The Refund and Cancellation Policy specifications detailed below cover TUITION FEES only.
- **Materials Fee:** The Materials Fee covers materials and resources required to complete your course at Skills Australia Institute. *At Skills Australia Institute we are committed to ensure that we have a sustainable and ecofriendly training environment, therefore, wherever possible we provide our Training Materials in an electronic format, rather than as a printed resource. Printed resources are often provided as class-sets which students can borrow and use as reference when the unit is running.*
- **The Materials Fee is NON-REFUNDABLE if you cancel less than 4 weeks before Course Commencement.**
- **Administration Fee:** The fee charged to cover the administrative costs in reviewing and processing the necessary documentation in order for a student to obtain the necessary visa to study in Australia. ***The Administration Fee is only charged in the event the Student Visa Application is refused, and is NON-REFUNDABLE.***
- **Accommodation Placement Fee (optional):** This fee is only payable if a student requests Skills Australia Institute to arrange for accommodation in Australia. ***The Accommodation Placement Fee is NON-REFUNDABLE, unless more than two (2) weeks' notice is provided to Skills Australia Institute.***
- **Accommodation Fee (optional):** This fee is only payable if a student requests Skills Australia Institute to arrange Homestay Accommodation, the fee is charged on a weekly basis. ***The Accommodation Fee is NON-REFUNDABLE, unless more than two (2) weeks' notice is provided to Skills Australia Institute a \$50 cancellation fee will apply.***
- **Overseas Student Health Cover (OSHC):** This insurance is compulsory and must be maintained throughout your entire stay in Australia. Students can choose any approved Australian Overseas Student Health Cover provider. These fees are only payable to Skills Australia Institute for Students who choose Skills Australia Institute's recommended insurance provider. Please read the OSHC brochure and terms and conditions on Skills Australia Institute's website. The OSHC Fee included in this Offer Letter is based on OSHC Provider's scheduled fee, which are subject to change each Calendar Year. Any variances are payable by you the Student, on receipt of an invoice from the OSHC Provider.
- **Additional Fees and Charges:** Any Additional Fees and Charges incurred during your studies, are as detailed in your Written Agreement with Skills Australia Institute. Where there is any change to our published Additional Fees and Charges, you will be informed via email, prior to implementation of the change.

Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer and Written Agreement.
- **Course Commencement Date:** Means the agreed starting date of a course, as stipulated in the signed Letter of Offer and Written Agreement.
- **Course Completion Date:** Means the agreed completion date of a course, as stipulated in the signed Letter of Offer and Written Agreement.
- **Study Period** means your Study Period is as outlined in your Offer Letter with Skills Australia Institute:
One Term = 10 weeks study period + 3 weeks holidays = Total 13 weeks
One Semester = 20 weeks study period + plus 6 weeks holidays = Total 26 weeks

- **Course Duration** means the total duration of your course of study including holidays.

General Information

- All Refund Requests and *Cancellation Notifications* must be submitted using the **Course Variation Form and the Refund Application Form, both of which** are available at the Reception Desk or via the Skills Australia Institute website www.skillsaustralia.edu.au. VERBAL notifications to Skills Australia Institute staff or agents **ARE NOT VALID**.
- The date the written notice is received by Skills Australia Institute is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation fee.
- In case of a cancellation by the student or Skills Australia Institute, any outstanding fees to Skills Australia Institute become due within 7 (seven) days.
- Any costs incurred by Skills Australia Institute to recuperate outstanding fees will be charged to the student
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- Skills Australia Institute will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- All amounts are in Australian Dollars (AUD).
- Where a refund is approved by the CEO, and is not due to the Skills Australia Institute defaulting, Skills Australia Institute will make payment of 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.
- All refunds will be paid in Australian Dollars, where this is not possible refunds will be paid in United States dollars.
- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.
- Refund and Cancellation applications WILL NOT be processed where the signature on the Course Variation and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Skills Australia Institute.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlined how our Cancellation Policy has been applied.
- 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.

Refund and Cancellation (VET)

Skills Australia Institute calculates Refunds and Cancellation fees based on a SEMESTER Fee (20 weeks study period plus 6 weeks holidays = 26 weeks). For courses shorter than a Semester, Refunds and Cancellation fees will be calculated on the Course Fees.

Reason for Refund / Cancellation	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less cancellation administration fee of \$250	\$250 cancellation administration fee
Application for visa is unsuccessful	After Semester/Course Commences	Full refund less Cancellation Fee	\$250 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
Student Default Student with a student	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% of a semester fee

visa withdraws Or Student is cancelled for breach of Skills Australia Institute's rules or breach of student visa rules	More than 4 weeks and up to 10 weeks before semester / course commences	70% of a semester fee	30% of a semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee
	After semester/course commences	No Refund	100% of a semester fee
Note: A student who has paid fees for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.			

Student Default occurs when:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - the student breached a condition of his or her student visa;
 - breach of Skills Australia Institute Code of Conduct.

Refunds after Skills Australia Institute Default

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

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

If Skills Australia Institute is unable to provide a refund or place you in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place you in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

Overseas Student Health Cover (OSHC)

For International Students: Overseas Student Health Cover (OSHC) is **COMPULSORY** insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. At Skills Australia Institute our preferred providers for OSHC are BUPA and NIB.

How do I get OSHC?

You can elect for Skills Australia Institute to include OSHC as part of your Application for Enrolment. Alternatively you may elect to organise your own Overseas Student Health Cover. Please note that only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Further information on OSHC can be found at: <https://oshcaustralia.com.au/en>

If you come to Australia on a Visa other than a student Visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Unique Student Identifier (USI)

Recent changes to legislation in Australia will require every student studying at a registered training organisation, like Skills Australia Institute, to have a Unique Student Identifier, or USI. This change will only apply to students studying from the 1st of January 2015.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**. A USI account will contain all your nationally recognised training records and results from the 1st of January 2015 onwards. Your results are available as follows:

Results for units studied in 2015, available after March 2016
 Results for units studied in 2016, available after March 2017
 Results for units studied in 2017, available after March 2018
 Results for units studied in 2018, available after March 2019
 Results for units studied in 2019, available after March 2020
 Results for units studied in 2020, available after March 2021
 Results for units studied in 2021, available after March 2022
 Results for units studied in 2022, available after March 2023

Results for units studied in 2023, available after March 2024

Results for units studied in 2024, available after March 2025

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You will need to have at least one valid form of ID from the list below:

- Medicare Card (this includes a current family Medicare card where your name is included)
- Driver's Licence
- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

What Happens When Skills Australia Institute Verifies your USI

Each time Skills Australia Institute verifies your USI, you will receive a notification. This includes when Skills Australia Institute accesses the USI system to locate your USI. Students need to be aware that when this search is being done to locate your USI, the following will occur:

- You will receive a notice regarding the use of this function to confirm your USI;
- The RTO name included on the notice will appear as follows:
 - Legal Name –Excellent Accounts Pty Ltd;
 - Trading Name – Skills Australia Institute.

For more information, including direction on how you can give Skills Australia Institute permission to access your USI for enrolment purposes, credit transfers and entitlement assessments, please speak to a member of our Student Services Team or go to www.skillsaustralia.edu.au/unique-student-identifier/

Please note - If you are having difficulty creating a USI using the online self-service option, you can submit a Help Request via the USI website. The USI Office can then assist you to process your application.

Accessing your visa information

For International Students: 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: [http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

Your Responsibilities under the Student Visa

Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times. Below is an excerpt of DoHA regulations relating to your work rights as published at: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Your Study Visa Conditions are:

You **cannot** work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course)

Note: No work limits apply during recognised periods of vacation offered by your education provider.

You **cannot** undertake work until you have commenced your course in Australia.

*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

You must satisfy the requirements of course enrolment, course progress and course attendance.

You must maintain a minimum of 20 scheduled course contact hours per week.

You **must** remain enrolled in a registered course (unless you are an AuCollegeD/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).

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

See: <http://cricos.education.gov.au>

You **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

You **must** maintain adequate arrangements for health insurance during your stay in Australia. **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

You **must** maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable (*source: Department of Home Affairs DHA*).

For more information on schooling options, please refer to:

Perth:

StudyWest: www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx

For the private schools in Western Australia information can be obtained directly from:

Catholic Education Office of Western Australia: www.ceo.wa.edu.au

Anglican Schools of Western Australia: www.asc.wa.edu.au

Private Schools Directory: <http://www.privateschoolsdirectory.com.au/perth-schools.php>

Association of Independent Schools Western Australia: www.ais.wa.edu.au

Adelaide:

Adelaide School Directory: www.australianschooldirectiry.com.au

For the private schools in South Australia information can be obtained directly from:

Catholic Education Office of South Australia: www.cesa.catholic.edu.au

Anglican Schools of South Australia: www.adelaideanglicians.com

Private Schools Directory South Australia: www.privateschoolsguide.com/sa-schools-home

Association of Independent Schools of South Australia: www.ais.sa.edu.au

For more information, contact Skills Australia Institute at info@skillsaustralia.edu.au

If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

To maintain adequate arrangements for welfare you must stay in Australia with:

- your parent or legal custodian or
- a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or
- accommodation, support and general welfare arrangements that have been approved by your education provider.

Note: You **must** not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.

You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.

You **must** notify your education provider of any change in your residential address within 7 days of the change.

You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Source: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>. January 2018

To inform Skills Australia Institute of changes to the contact details of you or your next of kin, log in to the Student Portal, or visit our Student Services Team.

The Australian Government, via the Department of Home Affairs (DoHA), may request Confirmation of Enrolment and details of your performance from Skills Australia Institute during your studies. Skills Australia Institute will provide the DoHA with a true and accurate record of your participation (attendance) and course progress when requested.

Thank you for
choosing to
study at
Skills Australia
Institute