

AUSTRALIAN VOCATIONAL  
TRAINING INSTITUTE PTY LTD



## **Student Information Handbook**

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## Welcome to the Australian Vocational Training Institute!

Congratulations on joining the Australian Vocational Training Institute learning community!

Australian Vocational Training Institute (AVTI) is an Australian accredited vocational education institution specialising in Business, Management, Project/Program Management, Accounting and Hairdressing courses.

AVTI is set up by professionals in the field of Business and Management with extensive experience in industry, academic management, teaching and learning. The college is aimed at providing quality education at an affordable price to Australian and international students in the areas of Business, Accounting, Hairdressing and Project/Program Management, catering to the needs of high academic achievers as well as those who are wanting to work in the field of Business, Accounting, Hairdressing and Project/Program Management.

As a member of the AVTI community, you will be part of a quality RTO providing industry-focussed and up to date training to meet your skills needs. Through AVTI you can enhance your current skills or develop new skills leading to potential career paths and employment opportunities. Learning will be mostly in face-to-face training sessions delivered by highly qualified professionals supported by online reading and activities.

The information contained in this document has been developed to assist students or those considering undertaking a course with AVTI. We want to make sure that you have access to all the relevant information as you embark on your learning experience. This handbook will help you to understand your rights and responsibilities, to make informed decisions and understand how you can seek assistance when needed.

Please take the time to read it and if you have any questions, speak to a trainer or any of the friendly staff at AVTI.

We encourage you to actively engage in our community of learners and trainers. As a student of AVTI we always welcome and encourage your input and feedback on how we can improve. Your input will help ensure we continue to improve the learning experience and outcomes you expect and deserve.

I would like to personally welcome you to AVTI and hope that your learning experience will be stimulating and productive. Please let us know if you need our assistance at any time to ensure that your time with us is as pleasant and rewarding as possible.

**College Principal**

## COVID-19 Update

### **Australia:**

<https://www.health.gov.au/health-alerts/covid-19/case-numbers-and-statistics>

### **Around the world:**

<https://covid19.who.int/>

## About Australian Vocational Training Institute

The college campus is located within the city of Sydney, Australia. The campus is at a walking distance from public transport and closest train station is Town Hall which is just 5 minutes away. Its teaching facilities are located on Level 5, 338 Pitt Street Sydney NSW 2000, which is adjacent to several famous landmarks such as Darling Harbour, Town Hall, Queen Victoria Building, Haymarket (China Town) and the Westfield Shopping Centre located at Pitt Street Mall.

This area has many student-type accommodation facilities along with numerous eating and shopping places, excellent public transport facilities. This central location is also very convenient for travel by public transport for students living in the suburban areas of Sydney or in the countryside.

The college comprises of highly experienced academics and administration staff who are firm believers in the trans-formative power of vocational education. Our admin/academic staff have broad experience in international education, and we promote and foster multi culture and diversity, which is evident as most of our staff come from different cultural and religious backgrounds.



## Student Orientation

Students will receive a short orientation session in their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

### Prior to commencement of class

Please locate and read the following information in this handbook:

- Student support
- Assessment
- Recognition of prior learning / mutual recognition
- College contact people
- Complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Course Progress expectations
- Keeping address and contact details up-to-date
- College facilities and resources
- Student mutual recognition application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form

### In your first class

At the commencement of your first session your trainer will detail and explain the following:

- Learning and assessment program
- WH&S
- Facilities and equipment
- Assessment requirements
- Questions

### College contact details

The Chief / Principal Executive Officer, Director of Studies and Student Services & Administration Manager can be contacted as indicated below:

<b>Head Office</b>	Level 5, 338 Pitt Street, Sydney NSW 2000		
<b>Course Delivery Location</b>	Level 5, 338 Pitt Street, Sydney NSW 2000		
<b>Phone</b>	02 8278 7921		
<b>Email</b>	admins@avti.edu.au	<b>Web</b>	<a href="https://www.avti.edu.au/">https://www.avti.edu.au/</a>



## Fees and Refund arrangements

### Refunds Policy and Procedure

- All refund requests must be made in writing using the Refund Request Form.
- Completed Refund Request Form along with all supporting documents should be sent to college for processing, the refund amount will be calculated from the date of receipt of this form and its supporting evidence(s).
- Course commencement date is defined as 'Proposed Course Start Date' as listed on the student Coe. If the student applies for course deferment to a future intake date, the refunds policy applies to the current course and its Proposed Course Start Date. If student applies for suspension to a future time, the refund policy applies to the current course and its Proposed Course Start Date.
- Refund will be processed and paid into the original bank account details that is used for the payments and/or is provided by the student or nominated agent.
- Refunds will be processed within 20 working days from the date of receipt of this form and its supporting evidence(s).
- A written statement will be provided to explain how the refund is calculated per request from student or an authorised third party.

If a student is not satisfied with the approved refund amount the student has a right to lodge an internal appeal with the college. If the student is not happy with internal appeal outcome the student can seek for further assistance under Australian Consumer Law. You can visit Australian Consumer Law website at <http://consumerlaw.gov.au/>

#### **Below is a table listing examples of situations and how refunds will be processed:**

Situations	Refunds Procedure
Enrolment fees/admin fees	Non-refundable
Material fees	Non-refundable
COE amendment fees: \$50 per Coe	Non-refundable
Re-assessment fees: \$50 per unit	Non-refundable
Student Visa Cancellation/Refusal due to fraud/misleading information when applying/extending student visa and/or breach of student visa conditions, etc.	No refund
Student applies for external appeal such as AAT (Administrative Appeals Tribunal)	No refund
COE Cancellation due to non-commencement, non-attendance, non-payment, unsatisfactory course progress and/or breach of any college code and National Standards	No refund
Withdraw Application Requests: Before the course commencement date	If student applies to withdraw from the course and sends the refund form before the course commencement date, tuition fees are refunded in full, and an admin fee of \$300, an enrolment fee of \$200 and a material fee \$300 or \$1600 (only for Hairdressing course) will be deducted from the final refund amount.





	<p><u>Documents that are required to process this type of refund:</u></p> <ol style="list-style-type: none"> <li>1. Refund Form with correct bank details.</li> <li>2. Cancellation Request Form</li> </ol>
<p>Withdraw Application Requests: On/After course commencement date</p>	<p>If student applies to withdraw from the course and sends the refund form on/after course commencement date, refund is calculated based on the date of receipt of all documents that are required to process refunds request, refund amount will be calculated on a pro-rata basis based on the number of weeks remaining for the remainder of the course, and an admin fee of \$300, an enrolment fee of \$200 and a material fee \$300 or \$750 (only for Hairdressing course) will be deducted from the final refund amount.</p> <p><u>Required documents to process refund:</u></p> <ol style="list-style-type: none"> <li>1. Refund Form with correct bank details.</li> <li>2. Cancellation Request Form</li> </ol>
<p>Provider Default</p>	<p>If college is unable to deliver the course, college will offer students placement into an alternative registered course, or a refund for unused tuition fees.</p> <p>In the situation when college is unable to provide alternative registered course or a refund for unused tuition fees, TPS (Tuition Protection Service) for international students will attempt to place student into an alternative registered course provided by another provider (college).</p>



## Information for Students

### AVTI obligations

Australian Vocational Training Institute Pty Ltd is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure published on the College web site
- f) Advising students if the College, or a third-party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

### Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts students' competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

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

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

### Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### College facilities

The College is located in the Central Business District of Sydney and very convenient access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study,



both physical library and IBSA e-Library subscription, and computer access. The College has computer facilities with the latest software. Further detail information can be obtained by contacting the Student Services & Administration Manager.

Students will be given at least 20 working days before the relocation of the training premises.

### **Credit transfer**

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

### **Pathways**

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule, students with high marks will have the best chance of being accepted by a University.

### **Qualifications to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **School-aged dependents**

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

### **Recognition of prior learning (RPL)**

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.



## Assessment

### How you will be assessed

Assessment at AVTI is competency based and is an ongoing process throughout the course.

Assessment methods employed by AVTI include:

- Practical demonstration
- Projects and assignments and research tasks
- Written questions and tests
- Case studies
- Role plays, simulations and presentations

The assessment requirements will be provided to students on commencement of each unit. You should carefully read the assessments before you commence, and in particular the Information for Students section.

### Practical demonstration

This consists of direct observation of you performing practical tasks. Most practical assessments will be conducted through a role play or workplace simulation.

- You will be given adequate notice of all practical assessments and must ensure that you are present for them.
- If you are unable to attend a practical assessment date, notice in writing must be given to the Academic Coordinator **two (2) weeks** prior, stating the reason. A deferred date will be given.
- A medical certificate must be presented if you miss a practical assessment due to illness.

### Projects, assignments and research tasks

Projects include a number of tasks and are mostly based on realistic workplace scenarios. They may also involve research tasks. Projects and assignments are compulsory for some subjects.

- They must be submitted by the due date and must be accompanied by a cover sheet.

Assignments must reflect your own work and any material used as a source must be correctly referenced. Discuss this with your trainer/assessor if you are not sure how to do this.

### Written questions and tests

For most units, you will be asked to complete a number of written questions. You may use your workbook or text or the Internet to help you research the information, however you **must** list your sources of information.

### Case Studies

In some subjects, you will be provided with a scenario or scenarios and asked to answer questions or complete tasks related to the scenario.

### Role plays, simulations and presentations

For some 'practical' skills like managing conflict, chairing a meeting, or doing an interpretation, you may be asked to participate in a role play. Your trainer/assessor will provide details beforehand.

Some assessments consist of a presentation. You will be advised beforehand and should discuss the best way with your trainer/assessor.



## Grading

There are two outcomes of assessments: **S = Satisfactory** and **NS = Not Satisfactory** (requires more training and experience).

You will be awarded **C = Competent** on completion of the unit when the assessor is satisfied that you have completed all assessments and have provided the appropriate evidence required to meet all criteria. If you fail to meet this requirement you will receive the result **NC = Not Competent** and will be eligible to be re-assessed.

If you are deemed **Not Competent** by your assessor and require re-assessment, you will be informed of the process. You may be assessed up to two times more. Should you require a further assessment after that, or an assessment more than 14 days after the course has finished, you may be charged a re-assessment fee or you will have to extend your current course based on your meeting with the Academic Manager and instructions provided on the Academic Intervention Form, unless it is due to medical reasons.

## Submitting assessment tasks

You should submit assessment tasks with the provided cover sheet.

It is preferable that tasks submitted for assessment are typed. Where this is not possible, you can handwrite your answers. You are expected to write clearly. Unreadable assessment tasks may be returned unmarked.

You should submit assessments on, or before, their due date. Extensions for individual assessment tasks may be negotiated in specific circumstances. Consultation on this must occur prior to the due date and extensions due to illness will require a medical certificate. Extensions will be confirmed by the Academic Coordinator, in writing.

Where assessment tasks are submitted following the conclusion of the unit of competency without a medical certificate or extension, your results for that assessment will be Not Completed and for that unit will be Not Competent.

## Re-assessment

Students will be allowed to sit for up to two further attempts at an assessment item for which the outcome is Not Satisfactory within the timeframe of a course (unit of competency). No fees will be charged for the first two attempts. After this, the student must re-enrol in the unit and pay the full fee for the unit.

Students who wish to be assessed beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional 14 days to resubmit, and in this time, they can request a mentoring session if required. After that you will be charged a re-assessment fee.

If you require further time for medical reasons, you must request it in writing to the Academic Manager.

You will be advised of your rights during your induction session and before assessments, including the right to appeal the result under AVTI's Complaints and Appeals Policy.

Please read carefully AVTI's Policy and Procedures on Complaints and Appeals in this Handbook and on the AVTI website.



## Student attendance

At AVTI, we want you to be successful with your studies. For that reason, it is essential that you attend classes regularly and comply with this AVTI Attendance Policy in order to maintain satisfactory course/academic progress.

### Policy:

- Students are required to adhere to the AVTI student attendance requirements applicable to their course and in line with their student visa conditions.
- Students must attend at least 80% of the scheduled course contact hours for each study period in the CRICOS registered course (i.e. your current course of study) in which they are enrolled.
- Students are required to attend a minimum of 20 scheduled hours per week. This may include face to face classes and online learning.

### Definition:

A study period means one term of study (5 weeks or 10 weeks depending on when you start your course).

### Procedures:

- Student attendance rollcalls will occur during each class on each day and your attendance will be recorded. It is important to arrive punctually and be prepared for each class.
- Where you are undertaking a course or part of a course online, your logon hours will be recorded.
- Attendance will be regularly monitored by the Academic Coordinator and the Student Support Officers to ensure that you are not at risk of failing to meet attendance requirements and satisfactory course progress.
- If you:
  - are absent for 5 consecutive days; or
  - fail to achieve 80% in a study period; or
  - in any other way have an attendance record that may be adversely affecting your capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study,

the following interventions will take place.

### Warnings and Interventions:

- If you have been absent for 5 consecutive days or are at risk of breaching attendance requirements, the Student Services Officer will contact you immediately to find out the reason for the absence.

You will be given a written notification via email and may be given an intervention strategy or referred to counselling or assistance if required.

- **First Warning letter** - If your projected attendance has been calculated at 90% attendance or below at the end of term, then a 1st warning letter will be sent to you.
- **Second Warning letter** - If your projected attendance continues to decrease and has been calculated at 80% or below at the end of term, then a 2nd warning letter will be sent to you.

**(c) Intention to Report Letter** - If you are below 70% on the projected hours at the end of the study period and your course progress is unsatisfactory, then AVTI will notify you in writing of its intention to report you to the Department of Education for not achieving satisfactory course progress.



- If your attendance is below 80% on the projected hours at the end of term, AVTI may decide not to report you for breaching the 80% attendance requirement if all of the following circumstances apply:
  - you produce documentary evidence which clearly demonstrates that there are compassionate or compelling circumstances; and
  - you are attending at least 70 per cent of the scheduled course contact hours in the course in which you are enrolled; and
  - you are maintaining satisfactory course progress.
- If you receive an Intention to Report Letter, you are able to access the internal and external complaints and appeals process. You will have 20 working days in which to do so.

Refer to the full version of the Attendance Policy and Procedures on the AVTI website.



## Course Progress & Intervention Strategy

### Policy

All international students attending AVTI are subject to the requirements of Standard 8 of the National Code 2018. This means that:

- AVTI systematically monitor student's course progress.
- AVTI will be proactive in notifying and counselling student who are at risk of failing to meet their course progress requirements.
- AVTI will report students, under Section 19 of the ESOS Act who have breached the course progress requirements.
- AVTI will ensure that these policies and procedures are available to staff and students.

### Course Progress Monitoring Procedures

Students' course progress will be monitored using the Student Management System (SMS), in which all students' results, attendance and class details are entered.

A student will be deemed to have not made satisfactory course progress in a study period, by not successfully completing or demonstrating competency in 50% or more of the prescribed units for a period of ten weeks.

During each study period, AVTI will monitor and identify those students who are 'at risk' of not making satisfactory course progress by reviewing their class attendance and assessment results. Students who are deemed as 'at risk' of not making satisfactory course progress will be given the opportunity to discuss Intervention Strategies to assist in achieving satisfactory course progress with the Academic Coordinator or Academic Manager.

If, at any time during a student's course of study, AVTI determines a student to be 'at risk' of not making satisfactory course progress, AVTI may decide to implement their Intervention Strategy during any given study period.

At the end of each study period, AVTI will identify those students who have not made satisfactory course progress by checking the students' assessment results and attendance in the SMS.

If a student is identified as having not made satisfactory course progress or whose attendance record is detrimentally affecting the student's capacity to complete the assessment requirements for a unit., the student will receive a letter of advice, notifying them that AVTI's Intervention Strategy will be implemented at the commencement of the next study period.

Where a student is identified as not making satisfactory progress for two consecutive study periods, AVTI will issue the student with a letter notifying them of AVTI's intention to report the student to the Department of Home Affairs via PRISMS, after giving the student the right to appeal this decision.

### Appeals Process

Before the student is reported to Department of Home Affairs for not making satisfactory course progress, he or she will have 20 working days to appeal the decision. Students are allowed to appeal for the following reasons:

- If they believe that their results have not been recorded or calculated correctly
- If they believe that they have compassionate or compelling reasons (See below) for not making satisfactory progress





- If they believe that the college has not implemented its Intervention Strategy and therefore has not assisted them
- If AVTI has not implemented other policies which may impact upon the student's results
- If AVTI has not made the Course Progress Policy or other relevant policies available to the student.

The students appeal will be considered by a review committee consisting of the Chief Executive Officer, Principal Executive Officer and Academic Manager. During any Appeal Process the student must continue to be enrolled and attend classes where appropriate. Depending on the outcome of the appeal, the student may or may not be reported to the Department of Home Affairs.

### **Compassionate or Compelling Circumstances**

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and /or ability to progress through a course.

These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (evidence may be required)
- Major political upheaval or natural disaster in the home country requiring the student's emergency travel and this has impacted on his/her studies
- A traumatic experience which could include, but is not limited to, involvement in or witnessing of an accident or a crime committed against the student or the student has been a witness to a crime. These cases should be supported by police or psychologist's reports

The above are only some examples provided by the Department of Education of what may be considered compassionate or compelling circumstances.

### **Outcome of Appeal**

If the appeal is successful, continuing support and counselling will be provided and the student will be required to commit to respecting the conditions agreed and the matter will not be referred to Department of Home Affairs.

If the student chooses not to access the appeals process within the 20 working day period, withdraws from the process, or the outcome of the appeal is unsuccessful following the completion of the process, the student will be reported to the Department of Home Affairs as not achieving satisfactory course progress and AVTI will notify the Department of Education via PRISMS that the student has not achieved satisfactory course progress.

If the student chooses to access the appeals process, the student must continue to attend classes while the appeal is being processed.

### **Reporting Students for Unsatisfactory Course Progress**

Reporting a student for unsatisfactory course progress occurs only when:

- The student has been identified as not making satisfactory course progress in two consecutive compulsory study periods or has an attendance record that is detrimentally affecting the student's capacity to complete the assessment requirements for a unit.
- An intervention strategy is implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the student was



again assessed as not making satisfactory progress at the end of the second compulsory study period

- The student has not made a successful appeal against this assessment.

When a student is reported for unsatisfactory course progress, the Department of Home Affairs will, in all but exceptional circumstances, cancel the student's visa. Department of Home Affairs will rely on AVTI's report for unsatisfactory course progress, as the report cannot be made until AVTI has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with the Overseas Student Ombudsman.

### **Intervention Strategy**

An Intervention Strategy is an individual 'plan' developed in consultation with a student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency.

If the student is identified as not making satisfactory course progress, then an intervention strategy will be implemented. To notify the student of intent to implement an intervention strategy, AVTI will issue a letter of advice to the student. This letter will provide the student with the opportunity to discuss any issues or problems with either the Academic Manager or a Student Support Officer who will try to seek clarity on these issues and address any concerns.

After the student has been notified, Academic Manager, in association with the student, will create an action plan with appropriate intervention measures and the dates for these measures to be actioned and commenced. This action plan will be signed by both parties and a copy will be filed in the student's individual file.

Some examples of intervention measures include:

- Arranging extra learning support or tutorials
- Arranging counselling for assistance with personal or other issues
- Providing advice regarding study habits (i.e. maintaining required class attendance)
- Where appropriate, advising students on the suitability of the course in which they are enrolled
- Assisting students by advising of opportunities for the students to be reassessed for tasks in competencies they had previously failed, or enabling them to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency and/or
- Advising students that unsatisfactory course progress in two consecutive study periods for a course would lead to the student being reported to the Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process
- Arranging for students to attend catch-up classes.

Following the implementation of an Intervention Strategy, AVTI will continue to monitor the academic progression of the student for the remainder of the study period; and review their results at the end of the study period.

### **Steps in Monitoring Course Progress**

AVTI will monitor your course progress through the following procedures:

1. Academic Manager provides student with information about Course Progress requirements prior to enrolment and during orientation.



2. Trainers mark assessments and submit results at end of each unit of competency, and Administration enters them into Student Management System.

3. The trainer and the Academic Manager monitor students during students' course of study, and if either determines a student to be 'at risk' of not making satisfactory course progress, the Administration contacts the student by phone and/or email, provides a course progress report, warns him or her and gives the opportunity to commence an Intervention Strategy or 'catch-up' plan, in consultation with the trainer.

4. At the end of each study period (10 academic weeks), the Academic Manager and Administration checks the students' assessment results in the student management system and identifies those students who have not made satisfactory course progress i.e. not achieving 50% or more of the prescribed units and reports them in writing for discussion at the next weekly staff meeting. Student attendance will also be checked.

5. **Warning Letter 1:** Students failing to meet satisfactory course progress are discussed at staff meetings and the Administration sends the student Warning Letter 1 notifying them that AVTI's Intervention Strategy will be implemented at the commencement of the next study period and advising them to arrange a meeting with the Student Support Officer.

6. **Intervention Strategy:** The Academic Manager develops an Intervention Strategy in consultation with trainer and student, it is documented and student signs and agrees to it. Notes are also to be added to student's file to document progress.

7. **Warning Letter 2:** the Academic Manager monitors student performance and at end of the second study period, if a student has failed to make satisfactory progress for two consecutive study periods, the student will be sent Warning Letter 2 notifying them of AVTI's intent to report the student to the Department of Home Affairs via PRISMS, and gives the student the right to appeal this decision.

8. **Appeals Process:** Student chooses to enter the Appeal Procedure and has 20 days to do so.

The PEO and Academic Manager consider the appeal and if the appeal is successful, provide continuing support and counselling and the student is required to commit to respecting the conditions agreed and the matter is not referred to the Department.

OR

9. **Reporting to Department of Home Affairs and DET:** Student chooses not to access the appeals process within the 20-working day period OR withdraws from the process OR the outcome of the appeal is unsuccessful.

**Note:** AVTI will only report unsatisfactory course progress in PRISMs if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the RTO;
- You have chosen not to access the internal complaints and appeals processes within the 20-working day period, or
- You have chosen not to access the external appeals processes by notifying AVTI in writing.

Refer to the full Course Progress Policy on the AVTI website.



## Student transfer

Overseas students are restricted from transferring from their principal course of study for a period of six months unless provided with a letter of release from their current provider. This restriction also applies to any course(s) packaged with their principal course of study.

Students can apply for a release to enable them to transfer to another education provider within the first six months of their principal course.

AVTI will not charge any fees to the student for a release, if granted, and will advise the student that they will need to contact Department of Home Affairs to seek advice on whether a new student visa is required.

If AVTI refuses to release, a student may appeal against AVTI's decision using the AVTI's Complaints and Appeals Process.

### Procedures

If you wish to apply for a release, you should apply completing the **Cancellation Request Form**. The Academic Manager will consider and respond to applications for a release within 10 days of your lodgement.

A letter of release will normally be granted in the following circumstances:

1. If you have completed at least 6 calendar months' study in your program
2. AVTI is unable to continue to provide the course; or
3. You have changed welfare and accommodation arrangements and are no longer within a reasonable travelling time of the college; or
4. You can demonstrate you are experiencing threat to physical or mental health or safety by remaining at the college and can demonstrate clearly how this will be alleviated through a transfer; or
5. It has been agreed by the college you would be better placed in a course that is not available at AVTI; or
6. The current course of study is clearly not consistent with the documented course requested for on your application.

Circumstances in which AVTI will grant the transfer request because it is in your best interests include:

- You will be reported because you are unable to achieve satisfactory course progress at the level you are studying, even after engaging with AVTI's intervention strategy
- There is evidence of compassionate or compelling circumstances
- AVTI has failed to deliver the course as outlined in the written agreement
- There is evidence that your reasonable expectations about your current course are not being met
- There is evidence that you were misled by AVTI or an education or migration agent regarding AVTI or its course and the course is therefore unsuitable for your needs and/or study objectives
- An appeal on another matter results in a decision or recommendation to release you.

A release will normally **not** be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;

- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The student's progress is likely to be academically disadvantaged;
- AVTI is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
- The student's application to transfer is a consequence of the adverse influence of another party.

If a release is refused, reasons for the refusal will be documented in writing and you will be informed of your rights of appeal using AVTI's Complaints and Appeals Procedure.

Refer to the Policy on Student Transfer on the AVTI website.



## Complaints and Appeals

### Complaints and appeals procedure

Australian Vocational Training Institute (AVTI) has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure include a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College. If you have a complaint or appeal you should take the following steps:

- Contact Student Services to obtain a copy of the complaints and appeals procedure and the complaints and appeals form. (The complaints and appeals procedure are also given below).
- Complete the complaints and appeals form and lodge it with Student Services.

### The procedure:

1. Students who are concerned about the conduct of AVTI are encouraged to attempt to resolve their concerns using this procedure.
2. The procedure will be implemented at no cost to the student.
3. The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
4. All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
5. All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
6. Students will be provided with details of external authorities they may approach, if required
7. At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
8. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
9. For internal complaints and appeals:
  - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
  - The student may be accompanied and assisted by a support person at any relevant meetings.
  - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
10. The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Department of Education in order to be considered by AVTI:
  - Deferral of commencement, suspension or cancelling a student enrolment
  - Non-achievement of satisfactory course progress
  - Non-achievement of course attendance requirements
11. A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where AVTI



- is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (see the next requirement).
12. In cases where AVTI is intending to defer, suspend or cancel a student's enrolment due to misbehaviour, on receipt of an outcome of the internal appeals process which supports AVTI's view, unless extenuating circumstances relating to the student's welfare apply, AVTI will notify the Department of Education through PRISMS of the change to the student's enrolment.
  13. Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
    - having medical concerns, severe depression or psychological issues which lead AVTI to fear for the student's wellbeing;
    - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
    - being at risk of committing a criminal offence
  14. AVTI will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by AVTI.
  15. If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to AVTI Management Group meeting so the matter can be recorded in AVTI Complaints Register and be used as part of the continuous improvement activities of Australian Vocational Training Institute.
  16. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
    - Contact a solicitor; or
    - Contact the Legal Aid NSW on 1300 888 529 for information about your legal problem and contact details for services that might be able to assist you. Website: <https://www.lawaccess.nsw.gov.au/>

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

Following the receipt of the outcome of the external appeal AVTI must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint



## Student Support and Welfare

### Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

### Student Support Services

The College's Staff are available to provide general advice and assistance with matter such as:

- **Studying**  
Students who are experiencing difficulties with study must contact the Academic Manager for further assistances.
- **Counselling**  
Our multilingual Student Services & Administration Manager has an extensive knowledge of Australian Vocational Training Institute programs and services, as well as other educational and vocational pathways, and can help you to see 'the big picture'. You can also be given help or advice on general health related issues, personal problems, and referral to other services such as legal, medical & etc.
- **Information Technology (IT) support**  
Our IT Officer can help you or advice on general IT related issues.
- **Language Literacy and Numeracy support**  
Please contact the Director of studies for further assistance.

Students requiring special or intensive assistance must contact the Student Services & Administration Manager who may refer them to external support services if required. These services are provided with no additional cost to the student. If the College refers the student to external support services, the College will not charge for the referral. Students requiring individual training needs must contact the Director of Studies for further assistance.

Student Services & Administration Manager Contact Detail is:

Name: **Cherry Liu**

Phone: **02 8278 7921**

PEO/Director of Studies/ Academic Manager Contact Detail is:

Name: **Amit Thakur**

Phone: **02 8278 7921**

### Language Literacy and Numeracy (VET)

Applicants who wish to study for Certificate, Diploma or Advanced Diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in a Certificate or Diploma course. The following testing procedures apply:

- Students have to sit for a designed English test specifically geared to establish the following English competencies:
  - Syntax and grammar



- Reading comprehension
- Writing descriptive/free-style essay and/or a business-oriented essay
- Listening to spoken and academic English
- Speaking – a brief topic-oriented discussion.

The test is marked on the principles of the IELTS band score to establish a student's competence to function in an academic environment.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by the Director of Studies to undertake further studies or remedial studies in English (ESL) for an appropriate duration. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles.

### College Contact

Contact the Student Services & Administration Manager for assistance if you have any difficulties with your course, study requirements or assessment

Name                                      Cherry Liu  
Phone                                       02 8278 7921

### Relevant Contacts and Information

Below is a range of contacts and information you can contact if you need information or help.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114
Complaints or problems	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
CRICOS Legislation and regulation	<a href="https://internationaleducation.gov.au/Regulatory-Information">https://internationaleducation.gov.au/Regulatory-Information</a>
International Student Legal Advice	9698 7645
Work Health & Safety	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
Protection of student fees	<a href="http://www.tps.gov.au">www.tps.gov.au</a>
NSW Transport Information (Bus/Train/Ferry)	131 500
RTO and CRICOS registration	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study Information	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
Telephone Interpreter Service	131 450
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	9361 800



Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
Department of Home Affairs	131 881
St Vincent's Hospital	8382 1111
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440

Use the web sites indicated or contact the Student Support Team if you require further information.

### Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

<http://www.studyinaustralia.gov.au> - living and studying in Australia

<http://www.youth.nsw.gov.au> – Wages, housing, health and more useful information

<http://transport.nsw.gov.au> - public transport

<http://www.lawaccess.nsw.gov.au> - Legal assistance



## Student Code of Behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and AVTI property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of AVTI staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's admin file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Director of Studies to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's admin file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's admin file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment at the college. This will also result in the college notifying the Department of Education through PRISMS system.
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.



## Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course.

When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

### Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

### How to reference work:

When you use sources such as a book or website, you must reference the source in your work.

1. Write the name of the resource in brackets after you quote or paraphrase (summarise) information you have used. For example:

(Student Learning Guide, p6),

OR

(Wikipedia: [https://en.wikipedia.org/wiki/Maslow%27s\\_hierarchy\\_of\\_needs](https://en.wikipedia.org/wiki/Maslow%27s_hierarchy_of_needs) )

OR

(The Very Well Mind: <https://www.verywellmind.com/what-is-maslows-hierarchy-of-needs-4136760> P1)

OR

(Bloggs B. 2018, p50)

2. Write a list at the end of the assignment or questions with the list of the resources you have used, including the names, author (if known) and date of publication, or website, headed 'References'.

3. You are permitted to copy and paste a small section of something that you have found that helps you to answer the question, however you must put it in inverted commas and follow it with the name of the source, or the website in brackets. For example:



“Maslow's hierarchy of needs is a motivational theory in psychology comprising a five-tier model of human needs, often depicted as hierarchical levels within a pyramid.

Needs lower down in the hierarchy must be satisfied before individuals can attend to needs higher up. From the bottom of the hierarchy upwards, the needs are physiological, safety, love and belonging, esteem and self-actualization.” (<https://www.simplypsychology.org/maslow.html> )

### **What happens if you cheat or plagiarize?**

Any student found to have plagiarised, cheated or been involved in academic misconduct will be given an opportunity to respond to the allegations.

If you have plagiarised without intending to, you will be asked by your trainer to revise the assessment with correct referencing and resubmit.

If you plagiarise on more than one occasion or have cheated or copied someone else's work, you will be reported to the Academic Manager or Principal Executive Officer and issued with a formal warning letter. You will also be awarded an assessment outcome of Not Satisfactory and asked to re-submit either the same or an alternative assessment.

If you have plagiarised or cheated following the warning letter, you may have your enrolment cancelled, and will be required to attend an interview with the Principal Executive Officer to explain why this should not happen.

Remember that in Australia, plagiarism and cheating is considered to be theft and is regarded seriously. If you do not understand how to reference your sources when doing assessments, ask your trainer for assistance.

Refer to the full version of the Plagiarism, Cheating and Academic Policy and Procedures on the AVTI website.



## Other Information

### Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time. This also includes providing a current email address as most of the correspondence is sent via email from the college.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

### Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email, fax or post.

### Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the client organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing and sent via email to the Accountant ([accounts@avti.edu.au](mailto:accounts@avti.edu.au)). The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application.

### College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address or via email and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

The College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The College must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

The College inform the Department of Education and the Department of Home Affairs via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

### College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the student will be triggered and the College will be obliged to repay any unspent pre-paid fees received

by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

### **Use of personal information**

Apply to the Student Services Officer using the Student records request form if you wish to view your own records. Once the request has been approved the Student Services Officer will arrange a time for you to view your own records. You must view your records at the College, and you cannot take records away from the College.



## Qualification details and entry requirements

### **BSB30120 - Certificate III in Business - Duration 52 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves. It is also anticipated that this qualification may be of interest to those overseas students who wish to reflect the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

#### Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with Department of Home Affairs regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 11 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

#### Pathway into the qualification:

Has successfully completed year 11 in school as per Australian standards

#### Pathways from the qualification

The primary pathway from this qualification is to study further in Certificate IV in Business course.

#### **Core**

BSBCRT311 Apply critical thinking skills in a team environment

BSBPEF201 Support personal wellbeing in the workplace

BSBSUS211 Participate in sustainable work practices

BSBTWK301 Use inclusive work practices

BSBXCM301 Engage in workplace communication

BSBWHS311 Assist with maintaining workplace safety

#### **Electives**

BSBTEC303 Create electronic presentations



BSBLDR301 Support effective workplace relationships  
BSBWRT311 Write simple documents  
BSBTEC302 Design and produce spreadsheets  
BSBOPS304 Deliver and monitor a service to customers  
BSBOPS305 Process customer complaints  
BSBPEF301 Organise personal work priorities



## **BSB40120 - Certificate IV in Business - Duration 52 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves. It is also anticipated that this qualification may be of interest to those overseas students who may like to work as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

### Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 11 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification:

- The primary pathway into this qualification is to study Certificate III in Business course.

### Pathways from the qualification

The primary pathway from this qualification is to study further in Diploma of Business course.

### **Core**

BSBCRT411 Apply critical thinking to work practices

BSBTWK401 Build and maintain business relationships

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBWRT411 Write complex documents

BSBXCM401 Apply communication strategies in the workplace

### **Electives**

BSBCMM411 Make presentations

BSBPEF402 Develop personal work priorities

BSBPEF403 Lead personal development

BSBCRT412 Articulate, present and debate ideas

BSBMKG434 Promote products and services

BSBTEC403 Apply digital solutions to work processes



## **BSB50120 – Diploma of Business - Duration 52 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves. This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop to create further educational and employment opportunities.

### Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification:

The primary pathway into this qualification is to study Certificate IV in Business course.

### Pathways from the qualification

The primary pathway from this qualification is to study further in Advanced Diploma of Business course.

## **Core**

BSBSUS511 Develop workplace policies and procedures for sustainability

BSBFIN501 Manage budgets and financial plans

BSBCRT511 Develop critical thinking in others

BSBXCM501 Lead communication in the workplace

BSBOPS501 Manage business resources

## **Electives**

BSBTWK503 Manage meetings

BSBOPS504 Manage business risk

BSBSTR503 Develop organisational policy

BSBOPS505 Manage organisational customer service

BSBMKG541 Identify and evaluate marketing opportunities

BSBMKG555 Write persuasive copy

BSBMKG543 Plan and interpret market research



## **BSB60120 – Advanced Diploma of Business - Duration 52 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to gain significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions. The qualification is also suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

### Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements: (Part A and Part B)
  - a. Part A:
    - i. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
    - ii. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months
  - b. AND
  - c. Part B:
    - i. Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
    - ii. or
    - iii. Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification:

The primary pathway into this qualification is to study Diploma of Business course.

### Pathways from the qualification

The primary pathway from this qualification is to study further in at a Graduate Certificate or Graduate Diploma level.

## **Core**

BSBCRT611 Apply critical thinking for complex problem solving

BSBFIN601 Manage organisational finances

BSBOPS601 Develop and implement business plans

BSBTEC601 Review organisational digital strategy

BSBSUS601 Lead corporate social responsibility

**Electives**

BSBLDR601 Lead and manage organisational change

BSBWHS521 Ensure a safe workplace for a work area

BSBSTR602 - Develop organisational strategies

BSBSUS511 - Develop workplace policies and procedures for sustainability

BSBMKG622 - Manage organisational marketing processes



## **BSB50820 - Diploma of Project Management - Duration 52 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves.

It is also anticipated that this qualification may be of interest to those overseas students who apply project management skills and knowledge. They may manage projects in a variety of contexts, across several industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

### Entry Requirements for International Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with Department of Home Affairs regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification

Have completed 'BSB40920 - Certificate IV in Project Management Practice' course.

### Pathways from the qualification

The primary pathway from this qualification is to study further in 'BSB60720 Advanced Diploma of Program Management' course.

### **Core**

BSBPMG530 Manage project scope

BSBPMG531 Manage project time

BSBPMG532 Manage project quality

BSBPMG533 Manage project cost

BSBPMG534 Manage project human resources

BSBPMG535 Manage project information and communication



BSBPMG536 Manage project risk

BSBPMG540 Manage project integration

**Electives**

BSBPEF501 Manage personal and professional development

BSBSTR503 - Develop organisational policy

BSBOPS504 - Manage business risk

BSBOPS501 Manage business resources



## **BSB60720 - Advanced Diploma of Program Management - Duration 52 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves.

It is also anticipated that this qualification may be of interest to those overseas students who are program managers, managing or directing a suite of projects (a program) to achieve organisational objectives. It also applies to students who are seeking to move to the profession from another sector with a strong knowledge and skills in the program/project management area.

Furthermore, a program is defined as a set of interrelated projects, each of which has a project manager. 'Multiple projects', or 'a program of projects', refers to a number of related projects managed by the same person as a program to achieve organisational objective/s.

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

### Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months  
AND
  - c. Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).  
OR  
Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification

Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).

### Pathways from the qualification

The primary pathway from this qualification is to study further in university at a postgraduate or master's level. Alternatively, the student may seek to work as a project manager/supervisor in various business sectors.

#### **Core**

BSBPMG630 Enable program execution

BSBPMG634 Facilitate stakeholder engagement

BSBPMG635 Implement program governance

BSBPMG636 Manage benefits

#### **Electives**

BSBPEF502 Develop and use emotional intelligence

BSBINS601 Manage knowledge and information

BSBPMG633 Provide leadership for the program

BSBLDR601 Lead and manage organisational change

BSBFIN601 Manage organisational finances

BSBSUS601 Lead corporate social responsibility

BSBPMG631 Manage program delivery

BSBPMG632 Manage program risk



## **FNS40222 - Certificate IV in Accounting and Bookkeeping - Duration 52 weeks**

The target group for this qualification are international students that require skills to be able to work in an accounting and/or bookkeeping firm/company. This course provides nationally accredited training in financial service-related activities under the guidance of Finance professionals as trainers and assessors.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of skills and knowledge within the Accounting field in the Financial Services Industry.

The college has designed this course to reflect the role of an accounts clerk or finance role or employees performing in the role of accounts clerk or similar in an accounts/finance department of an organisation. This qualification also includes the requirements as set out by The Tax Practitioners Board (TPB) for registering as a Business Activity Statements (BAS) agent from 1 March 2012 onwards.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the finance industry and aligns students with skills and knowledge needed in becoming a registered BAS Agent.

### Entry Requirements for Students

1. All students must of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification

Certificate III in Accounts Administration

### Pathways from the qualification

The career progression pathway for this qualification is Diploma of Accounting.

### **Core**

FNSACC421 Prepare financial reports

FNSACC322 Administer subsidiary accounts and ledgers

FNSACC418 Work effectively in the accounting and bookkeeping industry

FNSACC426 Set up and operate computerised accounting systems

FNSTPB411 Complete business activity and instalment activity statements

FNSTPB412 Establish and maintain payroll systems

FNSACC321 Process financial transactions and extract interim reports

FNSACC412 Prepare operational budgets

FNSACC414 Prepare financial statements for non-reporting entities

BSBTEC302 Design and produce spreadsheets

### **Electives**

BSBTEC404 Use digital technologies to collaborate in a work environment

FNSACC413 Make decisions in a legal context

FNSACC405 Maintain inventory records



## FNS50217 - Diploma of Accounting - Duration 52 weeks

The target group for this qualification are international students that require skills to be able to work in an accounting and/or bookkeeping firm/company. This course provides nationally accredited training in financial service-related activities under the guidance of Finance professionals as trainers and assessors.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of managerial/supervisory skills and knowledge within the Accounting field in the Financial Services Industry.

The college has designed Diploma of Accounting course to reflect the role of an accountant, accounts administrator or an employee working in an accounts/finance department of an organisation.

This qualification includes the requirements set out by The Tax Practitioners Board (TPB) for registering as a Business Activity Statements (BAS) Agent from 1 March 2012 onwards and partially meets the minimum educational requirements for providing Tax Agent Services.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the finance industry and aligns students with skills and knowledge needed in becoming a registered BAS Agent and partially meets the minimum educational requirements for providing Tax Agent Services.

### Entry Requirements for Students

1. All students must of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months  
**AND**
  - c. Completion of the FNSSS00014 Accounting Principles Skill Set;  
OR  
Completion of FNS40217 Certificate IV in Accounting and Bookkeeping or equivalent; or its superseded versions (FNS40215 Certificate IV in Bookkeeping or FNS40615 Certificate IV in Accounting) or their equivalent.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

### Pathway into the qualification

FNS40217 - Certificate IV in Accounting and Bookkeeping

### Pathways from the qualification

The career progression pathway for this qualification is Advanced Diploma of Accounting.

#### **Core**

FNSACC511 Provide financial and business performance information

FNSACC512 Prepare tax documentation for individuals

FNSACC513 Manage budgets and forecasts

FNSACC514 Prepare financial reports for corporate entities

FNSACC516 Implement and maintain internal control procedures

FNSACC517 Provide management accounting information

#### **Electives**

BSBTEC402 Design and produce complex spreadsheets

FNSACC408 Work effectively in the accounting and bookkeeping industry

FNSFMK515 Comply with financial services regulation and industry codes of practice

FNSACC505 Establish and maintain accounting information systems

FNSORG506 Prepare financial forecasts and projections



## FNS60217 - Advanced Diploma of Accounting - Duration 78 weeks

The target group for this qualification are international students that require skills to be able to work in an accounting and/or bookkeeping firm/company. This course provides nationally accredited training in financial service-related activities under the guidance of Finance professionals as trainers and assessors.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of senior managerial/supervisory skills and knowledge within the Accounting field in the Financial Services Industry.

The college has designed Advanced Diploma of Accounting course to reflect the role of a senior accountant, senior manager or an employee with high level financial decision making responsibility working in an accounts/finance department of an organisation.

This qualification includes the requirements set out by The Tax Practitioners Board (TPB) for registering as a Business Activity Statements (BAS) Agent from 1 March 2012 onwards and partially meets the minimum educational requirements for providing Tax Agent Services.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the finance industry and aligns students with skills and knowledge needed in becoming a registered BAS Agent and partially meets the minimum educational requirements for providing Tax Agent Services.

### Entry Requirements for Students

1. All students must of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months  
**AND**
  - c. Completion of both FNSSS00014 Accounting Principles Skill Set and FNSSS00015 Advanced Accounting Principles Skill Set;  
OR  
Completion of FNS50215 Diploma of Accounting;  
OR  
Completion of FNS50217 Diploma of Accounting.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.



### Pathway into the qualification

FNS50217 Diploma of Accounting

### Pathways from the qualification

The primary pathway from this qualification is employment in the accounting profession.

#### **Core**

FNSACC624 Monitor corporate governance activities

FNSINC601 Apply economic principles to work in the financial services industry

FNSINC602 Interpret and use financial statistics and tools

#### **Electives**

FNSACC601 Prepare and administer tax documentation for legal entities

FNSACC602 Audit and report on financial systems and records

FNSACC603 Implement tax plans and evaluate tax obligations

FNSACC605 Implement organisational improvement programs

FNSACC606 Conduct internal audit

FNSACC608 Evaluate organisation's financial performance

FNSACC609 Evaluate financial risk

FNSACC610 Develop and implement financial strategies

FNSACC611 Implement an insolvency program

FNSACC613 Prepare and analyse management accounting information

FNSACC614 Prepare complex corporate financial reports



## **SHB30416 Certificate III in Hairdressing – Duration 65 weeks**

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves.

It is also anticipated that this qualification may be of interest to those overseas students who wish to pursue a career in hairdressing as a qualified hairdresser.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of hairdresser skills and knowledge within the Hairdressing Industry.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the hairdressing industry and aligns students with skills and knowledge needed in becoming a hairdresser.

### Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
  - a. Entry into this course requires IELTS band score of 5.5 or equivalent in line with regulations OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
  - c. Completion of an approved English Language course.
3. Academic requirements:
  - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 11 qualification is required for entry into this course OR
  - b. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Note: Any AQF qualification at the Certificate II level or above in any discipline area delivered and assessed in English only will be deemed as meeting both the academic and English language entry requirements.

### Pathway into the qualification

Has successfully completed year 11 in school as per Australian standards.

### Pathways from the qualification

Students who complete this course may wish to continue their education into the SHB40216 Certificate IV in Hairdressing or into a range of other Certificate IV level qualifications.

### **Core**

BSBSUS211 Participate in sustainable work practices

SHBXWHS003 Apply safe hygiene, health and work practices

- SHBHBAS001 Provide shampoo and basin services
- SHBHTRI001 Identify and treat hair and scalp conditions
- SHBHIND001 Maintain and organise tools, equipment and work areas
- SHBHCUT001 Design haircut structures
- SHBHCUT002 Create one length or solid haircut structures
- SHBXIND005 Communicate as part of a salon team
- SHBHCUT003 Create graduated haircut structures
- SHBHCLS002 Colour and lighten hair
- SHBHIND003 Develop and expand a client base
- SHBHCUT004 Create layered haircut structures
- SHBXCCS007 Conduct salon financial transactions
- SHBHCUT005 Cut hair using over-comb techniques
- SHBXCCS008 Provide salon services to clients
- SHBHDES003 Create finished hair designs
- SHBHCLS005 Provide on scalp full head and retouch bleach treatments
- SHBHCLS004 Neutralise unwanted colours and tones
- SHBXIND003 Comply with organisational requirements within a personal services environment
- SHBHCLS003 Provide full and partial head highlighting treatments
- SHBHREF002 Straighten and relax hair with chemical treatments
- Electives**
- SHBHIND002 Research and use hairdressing industry information
- SHBHBAS002 Provide head, neck and shoulder massages for relaxation
- SHBHDES004 Create classic long hair up-styles
- SHBHCCS001 Plan hair services for special events
- SHBHCUT006 Create combined haircut structures
- SHBHCUT007 Create combined traditional and classic men's haircut structures
- SHBHREF003 Straighten and relax hair with protein treatments



## Living in Sydney

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Australia

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

One of the oldest continents, Australia is the only country to occupy an entire continent.

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

### Sydney

Sydney is the largest city in Australia with a population of approximately four million people. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. Australian Vocational Training Institute is located in the heart of city. It's just a short walk from the train station or bus stop.

The Study in Sydney website is a useful source of information. The web site address is <http://www.sydneyaustralia.com/en/study-in-sydney>.

### A Good Choice for Study

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

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

### Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring            September - November 12-22 degrees

Summer          December to February 28-32 degrees

Autumn            March to May 12 - 20 degrees

Winter            June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.

## **Art**

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

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

## **Multiculturalism**

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

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

## **Language**

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

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

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

## **Religion**

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches,



mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

### **Clean, safe, cosmopolitan**

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

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

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

### **Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

### **Food**

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

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

### **Electricity**

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

### **Transport**

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.



Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

## Telephones

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

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

## Sports and recreation

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

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

## Entertainment

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

## Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
  - contribute to the Australia's research capability
  - develop cultural, educational and economic links between Australians and people of other nations.
- Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

## Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers/trainers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.





## Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Money and banks

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

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

### Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

### Credit cards

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

### Currency

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

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

### Tipping

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

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



## **Budgeting**

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

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

## **Accommodation**

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

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

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

## **Transport**

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

## **Overseas Student Health Cover (OSHC)**

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

OSHC is also charged on a pro-rata basis for shorter courses.

## **Cost of Living**

Sydney is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$4,000 per year for each dependent.



The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

<b>Food</b>	<b>Personal Effects/Services</b>
Milk 1 litre \$1.80	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$15.00	T-shirt \$20.00
Eggs 1 dozen \$4.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$3.00	Newspaper \$2.00
Fruit Juice 2 litres \$6.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city an inner suburb \$7.00 for a day pass

# The ESOS Framework – Providing quality education and protecting your rights

## Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <https://cricos.education.gov.au/default.aspx>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://aei.gov.au/Pages/default.aspx>.

The ESOS National Code is available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx#:~:text=The%20National%20Code%20is%20a,commenced%20on%201%20January%202018..>

## What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well

- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

### **Your responsibilities as an international student in Australia**

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/>.

### **Using an education agent**

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at <https://www.homeaffairs.gov.au/>.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

### **Finding the right education provider for you**

You can find out more about Australia's education system through Austrade and their website at <https://www.austrade.gov.au/Australian/Education/Services>.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <https://cricos.education.gov.au/>.

### **Written agreements or contracts between the student and provider**

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The



written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study, study location and other information from your provider and your provider's agent before you enrol.
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

### **Transferring between education providers**

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of <https://www.homeaffairs.gov.au> website at [homeaffairs.gov.au](https://www.homeaffairs.gov.au)

For more details about transferring and the requirements under the ESOS National Code, you can visit <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>

## Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- course progress requirements
- student attendance requirements
- any student visa condition that relates to the course you are studying.

## Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at:

<https://tps.gov.au/Home/NotLoggedIn>

## Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

## Critical incidents

In the event that a student is involved in a critical incident, AVTI will follow the listed procedures on behalf of the student.

A critical incident is:

- An incident or accident of emergency and highly serious nature
- An incident that could include serious injury or death
- A serious accident leading to a critically ill student
- A serious incident that has led to a student being hospitalised, possibly in a coma or in a high dependency ward care
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault
- Student infected with a serious illness like COVID-19

### Procedures

If such an incident occurs for a student:

#### On site:

- If the incident happens while you are on campus, the Academic Manager is called, and then the appropriate emergency services are called (ambulance etc.)
- The Academic Manager will contact the stated emergency contact person as on your new student arrival form.

#### Off site:

- If the critical incident occurs whilst you are outdoors or at home and which affects your training program, the Academic Manager once informed of the incident will:
  - ensure all relevant persons are informed of the incident and also;
  - make appropriate arrangements for deferral or discontinuation of the training program.

### First Point of Contact

If a critical incident whilst you are on the campus, the first point of contact for a student will be a Student Support Officer on the number below. Should the Student Support Officer not





be available at the time, then you should immediately contact one of the other support team members located at Reception.

**Student Support Team:** Ph: (02) 02 8278 7921

**Mr Amit Thakur (the College Principal (for urgent matters):** Ph: +61 433 538 996

Email: [principal@avti.edu.au](mailto:principal@avti.edu.au)

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