



STUDENT PROSPECTUS

International Students



STUDENT PROSPECTUS -INTERNATIONAL STUDENTS

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Courses, Entry Requirements and Fees

Introduction

Einstein College of Australia (the College) is an RTO (Registered Training Organisation) and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The National VET Regulator, ASQA (Australian Skills Quality Authority), monitors and subjects the College to regular external audits to verify compliance to the Standards for RTOs 2015. In addition, as a CRICOS provider, the College has to ensure that we provide educational services according to the ESOS Legislative Framework for Overseas students which includes the ESOS Act 2000 (Cth) and National Code 2007 Standards. The College provides English as an Additional Language (EAL) Courses for international students which are considered as ELICOS courses. Therefore, the College ensures that we meet the ELICOS National Standards.

Qualifications offered

Einstein College of Australia offers the following accredited and nationally recognised qualifications to overseas students:

CRICOS Code	Course/Qualification Title	Duration	Tuition Fees	Materials & Service Fees	Text Book Fees
092081K	22251VIC Certificate II in EAL (Access)	33 Weeks	A\$7,700	\$500	Not Applicable
082391A	22255VIC Certificate III in EAL (Further Study)	33 Weeks	A\$7,700	\$500	Not Applicable
082392M	22257VIC Certificate IV in EAL (Employment/ Professional)	33 Weeks	A\$7,700	\$500	Not Applicable
092082J	CHC33015 Certificate III in Individual Support	48 Weeks	A\$10,000	\$500	\$550
092083G	CHC43015 Certificate IV in Ageing Support	76 Weeks	A\$14,500	\$1,000	\$550
087262C	BSB50215 Diploma of Business	52 Weeks	A\$9,750	\$500	\$250
087526F	BSB60215 Advanced Diploma of Business	52 Weeks	A\$9,750	\$500	\$250

Description	Amount
Enrolment Fee (Non-refundable)	A\$300
RPL Fee	A\$100/ per Unit of Competency
Repeat unit fee	A\$800 per Unit
Reissuance of Student Card fee	A\$20.00
Reissuance of Qualification Certificate fee	A\$50.00
Reissuance of Statement of Attainment / Record of Results	A\$25.00
Reassessment fee ¹	No charge for a maximum of 2 reassessments
National Police Check Fee	What the Australian Federal Police charges for the check
Photocopy/ Scanning Fee	A\$0.10/ Page
Polo Shirt for Work Placement	A\$50.00
Bank Transfer Fee	What the Bank charges for the transfer
Home stay fee	Out sourced - contact College staff for details
Airport pick up	Out sourced - contact College staff for details

Only send the application fee with the completed student application.

A request for payment of tuition and other fees will be made if you receive an Offer letter

Please make your payment by Bank Draft to **Einstein College of Australia**. No obligation is created on **Einstein College of Australia** until funds are cleared and an official receipt is issued.

¹ Students are entitled to 3 assessment attempts for each unit. Therefore, if the students are not yet competent on completion of training and assessment, they are entitled to 2 more re-assessments. If the student is still not yet competent after 3 assessment attempts they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised their work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.

Street Address	Ground Floor, 313 Flinders Lane Melbourne VIC 3000
Postal Address	Ground Floor, 313 Flinders Lane Melbourne VIC 3000
Phone	61 3 9629 3693
Fax	61 3 9629 7146
Email	contact@einsteincollege.vic.edu.au
Web	www.einsteincollege.vic.edu.au

Fee changes

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

CRICOS Code	Qualification	Entry Requirements
092081K	22251VIC Certificate II in EAL (Access)	18 years or older IELTS 3 or equivalent
082391A	22255VIC Certificate III in EAL (Further Study)	18 years or older IELTS 4.5 or equivalent
082392M	22257VIC Certificate IV in EAL (Employment/ Professional)	18 years or older IELTS 5.5 or equivalent
092082J	CHC33015 Certificate III in Individual Support	18 years or older Satisfactorily completed year 12 or equivalent, or relevant and sufficient work experience IELTS 5.5 or equivalent
092083G	CHC43015 Certificate IV in Ageing Support	18 years or older Satisfactorily completed year 12 or equivalent, or relevant and sufficient work experience IELTS 5.5 or equivalent
087262C	BSB50215 Diploma of Business	18 years or older Satisfactorily completed year 12 or equivalent, or relevant and sufficient work experience IELTS 5.5 or equivalent
087526F	BSB60215 Advanced Diploma of Business	18 years or older Satisfactorily completed year 12 or equivalent, or relevant and sufficient work experience IELTS 5.5 or equivalent

Student Recruitment, Selection and Enrolment Process

Applications for admission for students on a student visa must be made using the student application form. Students must complete the student application form and send the completed form together with relevant supporting documents such as birth certificate/ passport, high school certificate/ qualification, IELTS/ English language evidence to the College along with the Enrolment Fee. All supporting documents that are not in English language will need to be accompanied by their English translations. Completed student application forms will be processed by the College and the application assessed on the basis of the information supplied. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles. Completion of the student application form does not imply that the

College will make an offer to the student. When prospective students apply to enter the College to study, the following procedure applies to the processing of applications:

- The College will assess the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.
- If the applicant's educational qualifications do not meet the College's admission requirements, other factors may be considered at the discretion of the College. Verified evidence of these other factors must be included with the application. These other factors may include:
 - Mature age, and or proof of being 18 years or older at the proposed date of commencement
 - Work experience,
 - Attitude and aptitude,
 - Previous academic results,
 - Attendance / participation rate in the previous College,
 - Ability and skills to function in an academic environment,
 - Possibility to succeed in his/her academic endeavours.
- Having arrived at an admission decision, the English language skills will also be assessed. If student has a satisfactory IELTS score (listed under entry requirements), the applicant will be offered a place in the chosen course.
- If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English EAL (English as an Additional Language) course, at their own additional expense, for an appropriate duration until the student achieves an IELTS score of 5.5. The cost of an additional English course is not included in the fees that have been quoted.
- In a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be required to complete an English Placement Test at the College. If the student meet the required standard of the test, the student will be offered a place in the chosen course.
- Successful applicants will be sent a Letter of Offer and Written Agreement and a request for payment by the College. The Letter of Offer and Written Agreement must be completed in full, signed by the applicant, dated and returned to the College
- Applicants wishing to accept the Offer must pay the fee requested in the Letter of Offer and Written Agreement, complete the Letter of Offer and Written Agreement and send it to the College. Once the completed Letter of Offer and Written Agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Enrolment will be generated and sent to the Australian Student Visa issuing centre to facilitate the issuing of a student visa.
- Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

Qualification Contents, Core and Elective Units

22251VIC Certificate II in EAL (Access) (CRICOS Code: 092081K)

Core Units

- VU21297 Develop and document a learning plan and portfolio with guidance
- VU21456 Participate in simple conversations and transactions
- VU21458 Read and write simple personal communications and transactional texts

Elective Units

- VU21457 Give and respond to simple verbal information and directions
- VU21459 Read and write simple instructional and informational texts
- VU21461 Access the internet and email to develop language
- VU21464 Examine current issues
- BSBITU201 Produce simple word processed documents

22255VIC Certificate III in EAL (Further Study) (CRICOS Code: 082391A)

Core Units

- VU21323 Develop and document a learning plan and portfolio
- VU21499 Give straightforward oral presentations for further study
- VU21500 Participate in a range of straightforward interactions for further study
- VU21501 Read and write straightforward texts for research purposes
- VU21502 Analyse and produce straightforward texts relevant to further study
- VU21503 Listen and take notes for research
- VU21504 Use language learning strategies and study skills

Elective Units

- VU21462 Explore community options
- VU21463 Explore transport options

22257VIC Certificate IV in EAL (Employment/ Professional) (CRICOS Code: 082392M)

Core Units

- VU21474 Analyse and participate in complex conversations
- VU21492 Present and listen to complex oral presentations in an employment or professional context

Professional Specialisation Units

- VU21495 Critically read and write formal letters and complex prose texts for professional purposes
- VU21496 Critically read, write and edit complex descriptive texts in a professional context

Elective Units

- VU21514 Use language analysis skills to review own texts
- VU21471 Investigate features of the Australian legal system
- BSBMED301 Interpret and apply medical terminology appropriately
- BSBMED401 Manage patient recordkeeping system

CHC33015 Certificate III in Individual Support (CRICOS Code: 092082J)

Core Units

CHCCCS015	Provide individualised support
CHCCCS023	Support independence and well being
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
HLTAAP001	Recognise healthy body systems
HLTWHS002	Follow safe work practices for direct client care

Elective Units

CHCAGE001	Facilitate the empowerment of older people
CHCAGE005	Provide support to people living with dementia
CHCCCS011	Meet personal support needs
CHCCCS025	Support relationships with carers and families
CHCHCS001	Provide home and community support services
HLTAID003	Provide first aid

CHC43015 Certificate IV in Ageing Support (CRICOS Code: 092083G)

Core Units

CHCADV001	Facilitate the interests and rights of clients
CHCAGE001	Facilitate the empowerment of older people
CHCAGE003	Coordinate services for older people
CHCAGE004	Implement interventions with older people at risk
CHCAGE005	Provide support to people living with dementia
CHCCCS006	Facilitate individual service planning and delivery
CHCCCS011	Meet personal support needs
CHCCCS023	Support independence and well being
CHCCCS025	Support relationships with carers and families
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
CHCPAL001	Deliver care services using a palliative approach
CHCPRP001	Develop and maintain networks and collaborative partnerships
HLTAAP001	Recognise healthy body systems
HLTWHS002	Follow safe work practices for direct client care

Elective Units

CHCCOM002	Use communication to build relationships
CHCCCS017	Provide loss and grief support
HLTFSE001	Follow basic food safety practices

BSB50215 Diploma of Business (CRICOS Code: 087262C)

Elective Units

BSBADM502	Manage meetings
BSBHRM501	Manage human resources services
BSBHRM506	Manage recruitment, selection and induction processes
BSBMGT403	Implement continuous improvement
BSBMGT615	Contribute to organisation development
BSBMKG501	Identify and evaluate marketing opportunities
BSBPMG522	Undertake project work
BSBRISK501	Manage risk

BSB60215 Advanced Diploma of Business (CRICOS Code: 087526F)

Elective Units

BSBADV602	Develop an advertising campaign
BSBFIM601	Manage finances
BSBHRM602	Manage human resources strategic planning
BSBINN601	Lead and manage organisational change
BSBMKG607	Manage market research
BSBMKG609	Develop a marketing plan
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBWOR501	Manage personal work priorities and professional development

Refund Arrangements

If a Visa is refused by the Australian Government

Where a prospective student is refused an initial student visa by the Australian Government a full refund of tuition fees minus a A\$300 Enrolment Fee will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College and attach this to a completed refund application form which is available from the College and can be sent by post, fax or email. The refund application must be used to apply for refunds and must be addressed to the CEO of the College.

If the College defaults on delivery of qualifications

The College is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation.

The College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the tuition fees you have paid to date minus a A\$300 Enrolment Fee. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will assist you in finding an alternative course or to get a refund of your unspent tuition fees if a suitable alternative is not found. In the case of provider default there is no requirement for a student to lodge a refund application form as the College will initiate payment of the refund.

If a student defaults on their Written Agreement

If a student wishes to withdraw from their course after tuition fees have been paid then a refund will be made in accordance with the Written Agreement that the student signs with the College.

Refund Terms and Conditions – International Students

1. Refund applications must be made in writing to the College. The student refund application form, available from the College, may be used as the written application. The full Fees and Refund Policy and Procedure is available on the website at : <https://www.einsteinCollege.vic.edu.au/pdfs/Fees-and-Refund-Policy-and-Procedures.pdf>

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 and will include a statement explaining how the refund was calculated

VISA Refused	100% Refund of the paid tuition fee minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
Written Notice of withdrawal provided 28 days or more before the course commencement date	30% of the tuition fee or \$1000, whichever is greater, will be retained by the College and is payable to the College. The remaining paid tuition fee will be refunded minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
Written Notice of withdrawal provided less than 28 days and more than 14 days before the course commencement date	40% of the tuition fee or \$2000, whichever is greater, will be retained by the College and is payable to the College. The remaining paid tuition fee will be refunded minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
Written Notice of withdrawal provided 14 days, less than 14 days and more than 7 days before the course	50% of the tuition fee or \$3000, whichever is greater, will be retained by the College and is payable to the College. The remaining paid tuition fee will be refunded

commencement date	minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
Written Notice of withdrawal provided 7 days and less than 7 days before the course commencement date	No Refund of the paid tuition fees for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
Student does not commence the course on the start date for any reason and subsequently provides notice of withdrawal from the course	No Refund of the paid tuition fee for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
Student breach of VISA conditions, and suspension or cancellation of enrolment by the College or the student transfers to another registered provider and has been granted release letter	No Refund of the paid tuition fee for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
If the College is unable to deliver the course for any reasons	100% Refund of the paid tuition fee minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
If the College is unable to complete the course that has been started	Paid tuition fee that has not been spent will be refunded. Spent tuition fee is payable to the College.
For onshore students, if the student visa is refused after the course commencement date	Paid tuition fee that has not been spent will be refunded. Spent tuition fee is payable to the College.
If the student has received an offer letter and paid the tuition fees but has not collected the COE (Confirmation of Enrolment) and has applied for a course withdrawal, the student will be considered as being enrolled into the course and the same refund policy terms in the above table applies to the student.	

2. The College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the tuition fees you have paid minus a A\$300 Enrolment Fee. The refund will be paid to you within 14 days of the default date. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will assist you in finding an alternative course or to get a refund of your unspent tuition fees if a suitable alternative is not found.

3. Fees not listed in this refund section are not refundable.

4. Prior to a student enrolling fees may be altered without notice. Once a student has completed their enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the College will sign once an application has been received, accepted by the College and an offer made to the student. There is no obligation on the student of the College until the Written Agreement is signed by all parties.

- Tuition fees are fees directly related to provision of a course.

- A student can pay full fees if the student wishes to, but the student is not required to pay more than 50% of the total tuition fees up front for the course before the student commences the course that are more than 25 weeks. The College can require 100% of the total tuition fees for short courses of 25 weeks or less.

Information for Students

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, or work placement.

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 will be given an opportunity for two reassessments for any competencies not achieved on the first attempt.

Students in the Individual Support and Ageing support courses will be required to undertake compulsory industry work placement experience and maintain a record book record of their work placement experience for the purpose of conducting work-based assessment. This record book will be used by College as part of the final assessment for a number of qualifications. See the work based assessment section for more details.

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.

Credit transfer

Credit transfer applies to situation where students have completed units that are nationally recognised that are 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.

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. Application may only be made after enrolment and payment of fees and must be made using the RPL application form that will be provided during orientation. Students must attach verified copies of all relevant documents to the RPL application form. There is no reduction in tuition fees if RPL is

applied for and granted. It is recommended that student seek advice from the College before commencing an RPL application

Student orientation

Orientation is conducted in the first week of your Course. Its purpose is to fully inform new students of most aspects of life at the College and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition College staff will be introduced, a tour of the College and the local area will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your Visa or your enjoyment of your stay in Australia.

Training facilities

The training classrooms and administration of the College is located at Einstein College of Australia, Ground Floor-313-315, Flinders Lane, Melbourne VIC-3000 This location is on a main road about 100 meters from the centre of Melbourne. It is easily accessed by train with frequent services to Flinders station which is a gentle 5 minutes walk from the College. Our classrooms are fully air-conditioned. They are equipped with technologically up to date learning and teaching equipment and resources. Students can also access learning resources from our library.

Work-based assessment

Work-based assessment is a compulsory requirement for completing the Individual Support and Ageing Support qualifications at the College. Work-based assessment involves students being placed in an Aged Care facility for a total of 160 hours for the CHC33015 Certificate III in Individual Support and 300 hours for the CHC43015 Certificate IV in Ageing Support. The placement is required to consolidate and demonstrate skills and to complete assessment requirements. The College has agreements with Aged Care facilities to provide work placement. The College will arrange the placement where students will be working. Whilst working in an aged care facility students will be supervised by staff from the workplace and by College staff, required to maintain a log book that records their experience and maintain their participation at both the aged care facility and the College. Students should be covered by work cover insurance for the time they spend on work-based assessment. The log books that students maintain whilst on work-based training from an essential part of the assessment requirements for their qualifications. Student's log books will be monitored regularly whilst they undertake work-based assessment. In situations where a student's log book does not indicate completion of the required experience in the workplace the assessment requirements will not be completed and students will be directed to undertake additional work-based experience to meet the requirements.

Work-based assessment applies to the following qualifications

- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support

Work Placement Requirements (for students enrolled into Individual Support and Ageing Support):

- All students are required to submit to a Federal Police background check before working as a carer in the Community Services sector, no older than 6 months
- All students **MUST** wear their **Student ID** at all times during work placement, as well as the work placement uniform – White T-shirt, black pants and black work shoes. Strictly no runners or thongs to be worn
- Students must be physically capable of doing general lifting and be prepared to be on their feet for long stretches of time
- Work placement schedules are flexible depending upon employers where students undergo work placement.

Access to Student Records

It is a requirement of the Standards for RTOs 2015 that students can access personal information held by the College and may request corrections to information that is incorrect or out of date.

All students will be provided with timely access to their personal record should they so desire.

- If a student needs to access their personal records held by College, a written request is to be made to the Student Support Officer.
- Student Support Officer will arrange suitable time for student to access and view their personal records within 10 working days of request being received.
- Where a student views their personal record, such viewing will be made in the presence of the Student Support Officer or CEO, who shall provide the student with their file and retrieve such file when the student has completed viewing their records.
- Student have right to request for correction to information in student records which are incorrect or out of date by providing appropriate proof.
- Student have right to request copies of the content of their file and such copy will be provided by photocopying the original document and, if warranted, such copy shall be verified as a true and accurate copy.
- The student will not be charged for a copy of their student file record except re-issuance of qualifications, statements of attainment and records of results.
- At the time of viewing no other person shall be present unless specifically requested by the student. Where such other person is present the name of such person will be obtained and endorsed in the student file together with the date of viewing.
- No other person will be provided with access to a student file unless the student approves such access in writing. Where such other person views a student file the protocols as outlined above will be followed. No copies of student file documents will be provided to such other person unless the student provides a written authorisation specifically naming the document copies to be provided.

Student Support, Welfare and Behavior

Access and Equity Policy and Procedure

The Access and Equity Policy and Procedure is available on request. It is the responsibility of all College staff to ensure the requirements of the access and equity policy are met at all times to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to Vocational Education and Training (VET).

Complaints and Appeals Policy and Procedure

The College has a Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The Complaints and Appeals Policy and Procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the College. The College will make no charge to the student for its dispute resolution process or referral to the independent mediator. If the external or any external or any external complaint and appeal handling process results in a decision that support the student, the College will immediately implement any decision and/ or corrective or preventive action required and advise the student in writing of the outcome. If you have a complaint or appeal you should take the following steps:

- Contact the College to obtain a copy of the Complaints and Appeals Procedure and the Complaints and Appeals Form/ download them from the website.
- Complete the Complaints and Appeals Form/and lodge it with the College
- Follow up with the College

Important Contacts

Fire, Ambulance and Police Emergency	Phone 000
Translating and Interpreting Service	phone 131 450
Life Line 24 hour Counseling Services	Phone 131 114
Victoria Police Centre	637 Flinders Street, Melbourne, VIC 3000 Ph: 9247 6666
Melbourne Visa Office	G/F, Casselden Place, 2 Lonsdale Street, Melbourne, VIC, 3000 Ph: 131 232
Australian Taxation Office	Melbourne CBD, Casselden Place, 2 Lonsdale Street, Melbourne, VIC 3000 Ph: 13 28 61 Business Tax Enquiries Ph: 13 28 66
Medibank Private Office	385 Bourke Street, Melbourne, VIC 3000 Ph: 8605 2400
Doctors	Clinic: Sinha J L Mr 55 Exhibition St, Melbourne, VIC 3000, Ph: 9650 1014 Other: 9827 2930 Clinic: AAA Doctors 3rd Floor, 423 Bourke St, Melbourne, VIC 3000 Ph: 9642 2456 Hospital: St Vincent's Hospital Melbourne 41 Victoria Pde, Fitzroy, VIC 3065 Ph: 9288 2211 The Alfred Hospital Commercial Road, Melbourne, VIC 3004 Ph: 9276 2022 The Royal Melbourne Hospital Grattan Street, Parkville, VIC, 3052 Ph: 9342 7000
Dentist	The Dentists Level 1, 2 Collins St, Melbourne, VIC 3000 Ph: 9650 4380
Counselors	Life Resolutions , Suite 614, 530 Little Collins Street, Melbourne 9380 4444
Pharmacies/Chemists	Elizabeth Pharmacy 125 Elizabeth Street, Melbourne, VIC 3000 Ph: 9670 3815 My Chemist 48 Elizabeth Street, Melbourne, VIC 3000 Ph: 9639 7541 Pulse Pharmacy 253 Flinders Lane, Melbourne, VIC 3000 Ph: 9650 2200

Community Health Centre	Out Doors Inc 231 Napier St, Fitzroy, VIC, 3065 Ph: 9419 381
Physiotherapist	Melbourne Sports Medicine Centre Level 4, 250 Collins St, Melbourne, VIC, 3000 Ph: 9650 9372
Religious Institutions	Anglican Anglican Church Of Australia Diocese Of Melbourne Gisborne St, Melbourne, VIC, 3000 Ph: 9662 2391 Catholic The Chapter House - St Paul's Cathedral 197 Flinders La, Melbourne, VIC, 3000 Ph: 9639 3999 Islamic Melbourne International Fellowship Lvl9/ 446 Collins St, Melbourne, VIC, 3000 Hindu Hindu Society Of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd, Carrum downs, VIC 3201 Buddhists Melbourne Buddhist Centre (FWBO) 302 Little Lonsdale St, Melbourne, VIC, 3000, Ph: 9670 8595
Lawyer & Migration Agent	James Au & Associates, Level 2, 417 Collin St, Melbourne, VIC 3000, Ph: 96148887
Law Institute of Victoria	470 Bourke St, Melbourne , VIC 3000, Hotline: 96025000
Study in Australia	http://www.studyinaustralia.gov.au/
Youth Central	http://www.youthcentral.vic.gov.au/

Relevant Legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Work Health & Safety	http://www.worksafe.vic.gov.au/
Equal opportunity	http://www.humanrightscommission.vic.gov.au/
RTO & CRICOS registration	http://www.asqa.gov.au
Educational Services for Overseas Students (ESOS)	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Department of Immigration and Border Protection (DIBP)	http://www.border.gov.au/
Education and Training reform Act	http://www.education.vic.gov.au/ Education and Training Reform Act 2006 (http://www.legislation.vic.gov.au/) Education and Training Reform Regulations 2007 (http://www.legislation.vic.gov.au/)

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

Student Code of Behaviour

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

1. 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
2. The right to be free from all forms of intimidation
3. The right to study in a safe, clean, orderly and cooperative environment

4. The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse
5. The right to have any disputes settled in a fair and rational manner (this is governed by the Colleges Complaints and Appeals Policy and Procedure)
6. The right to study and learn in a supportive environment without interference from others
7. The right to express and share ideas and to ask questions
8. The right to be treated with politeness and courteously at all times
9. The expectation that students will not engage in cheating or plagiarism
10. The expectation that students will submit work when required.
11. The expectation that students will maintain consistent participation by attending all required classes and assessments. The required level of participation for EAL students is 80% of scheduled sessions. Participation will be reviewed at the end of each study period. This requirement is a student behaviour requirement and not a requirement under Standard 11 of the National Code 2007.
12. The expectation that students will at all times meet the requirements, terms and conditions in the Letter of Offer and Written Agreement including payment of fees by the due date

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

- A member of the College staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour and 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 personal 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 personal 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 and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal 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 deferral, suspension or cancellation warning letter.
- Failure to attend scheduled meetings may result in the College deciding to defer, suspend or cancel a student's enrolment
- If the College intends to suspend or cancel the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to the ESOS Agency and DIBP via PRISMS. The suspension or cancelling of the student's enrolment cannot

take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

- Suspension or cancellation of your enrolment has to be reported to DIBP and may affect the status of your VISA.
- At any stage of this procedure students are able to access the College Complaints and Appeals Policy and Procedure to settle any disputes that may arise.

Student Support Services

The Director of Studies, student contact officers, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Director of Studies or the student contact officer who may refer them to external support services if required. The College will not charge for support services it supplies or for referring students to external support services. Students will have to pay any fees charged by external support services that they use.

College Staff who provide support services to students:

Staff Name	Name	Email
Student Contact Officer/ Student Services Officer	Linh Tran	student.services@einsteincollege.com.au
Student Services Officer/ Enrolment Officer	Saw Way	saw@einsteincollege.com.au
Fees and refunds	Linh Tran Saw Way	student.services@einsteincollege.com.au saw@einsteinCollege.com.au
Work-based training assistance	Geraldine Dunn	gez@einsteincollege.com.au

Plagiarism/ Cheating

Plagiarism is to copy work without acknowledging the source and is a form of cheating in study environment. Plagiarism involves using the work of another person and presenting it as one's own. Students are expected to acknowledge the intellectual property of others used in the preparation of their assessment related work.

The penalty of plagiarism/ cheating will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism.

Repeated plagiarism/ cheating behaviour can result in students being expelled from the College.

Visa Requirements

The Department of Immigration and Border Protection (DIBP) publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the <https://www.border.gov.au/Trav/Stud> link for details.

Department of Immigration and Border Protection (DIBP)

According to the Department of Immigration and Border Protection (DIBP), International Students must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the DIBP Internet site on <http://www.border.gov.au> and the Study in Australia internet site http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes

Change of address

Upon arriving in Australia you are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 (Cth), the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic performance. The College may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the [DIBP web site](#)

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the Deferral or Suspension Application Form that can be submitted in person, by email, fax or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the College will report your deferral of commencement or suspension of studies to the ESOS Agency/ DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Student cancellation of enrolment

Students wishing to cancel the commencement of studies must apply to do so in writing to the College using the Cancellation or Release Letter Application Form that can be submitted in person, by email, fax or post. It must be supported by documentary evidence. Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the College and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the College. The student 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 and will include a statement explaining how the refund was calculated.

The College will report your cancellation of studies to the ESOS Agency/ DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

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 participation 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 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 will report any suspension or cancellation to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881

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 Written Agreement between the College and the student will be triggered and the College will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students. If approved, the College will report its deferral of commencement to the Department of Education and Training/ DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Full time study and participation

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for 40 weeks each calendar year or continuous 12-month period. Please be aware that students who have unsatisfactory academic progress will be reported to DIBP. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods or no attempt at all in doing any assessment for two consecutive study periods. The College is required to monitor, review and takes intervention action when a student is in danger of not progressing satisfactorily or completing their course.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health and Aging](#)

Satisfactory Course Progress

If international students do not have satisfactory course progress you will be reported to the ESOS Agency/ DIBP which may lead to cancellation of your visa. Unsatisfactory academic progress is defined in the ESOS National Code as failing more than 50% of units in any two consecutive study periods. If this occurs the College will report you to the ESOS Agency/ DIBP. A study period is 10 weeks of study.

The College will monitor all students academic progress, identify students who are "at risk" of breaching this requirement and act to assist student who are "at risk" through meetings and counseling sessions.

Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Director of Studies; or
- is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.

Failing a unit means being assessed as "Not Yet Competent" for a completed unit

All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counseling interview using the appropriate student course progress warning letters.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by the teachers
- Make an appointment with the student contact officer if you are having any difficulties with your studies

Satisfactory Attendance

The College implements the Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy) for its vocational education and training courses.

The College's EAL (English as an Additional Language) courses for international students are considered as ELICOS courses. Therefore, the College monitors the attendance of its EAL courses for international students in which students will have to attend their classes minimum 80% of the scheduled class hours. Students with unsatisfactory attendance may be reported to the ESOS Agency/ Department of Immigration and Border Protection (DIBP) through PRISMS.

For its EAL courses, the College requires overseas students to attend at least 80 per cent of the scheduled course contact hours.

For its EAL Courses, the College regularly assesses the attendance of the student in accordance with the College's attendance policy and procedure.

Where the College has assessed the student as not achieving satisfactory attendance for an EAL course, the College will notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the College's complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College must notify the ESOS Agency through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the EAL courses, the College may only decide not to report a student for breaching the 80 per cent attendance requirement where:

- a. the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- b. that decision is consistent with the College's documented attendance policies and procedures; and
- c. the College confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Failure of meeting attendance conditions will result in the following procedure:

- a. STEP ONE (90% projected attendance/ absent for more than 5 consecutive days without approval) - A student will be sent an Initial Warning Letter to come for counselling.
- b. STEP TWO (80% projected attendance) - A student will be sent a Final Warning Letter and counselled.

c. STEP THREE (below 80% projected) - A student will be sent an Intention to Report Letter (Students may be reported to the ESOS Agency/ Department of Immigration and Border Protection (DIBP))

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria 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.

Student transfers between Registered Providers

Under the ESOS Framework, the College cannot enrol students seeking to transfer from another College before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the College for a Release Letter. The six months is calculated as six calendar month from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the College administration for a copy of the Transfer Between Registered Providers Policy and Procedure and the Cancellation or Release Letter application form. The policy and procedure can also be found on the following link on the College website: <https://www.einsteincollege.vic.edu.au/pdfs/Transfer-Between-Registered-Providers.pdf>

Students do not need a Release Letter if:

- you have completed more than 6 months of your principal course
- you are a government sponsored student, and your sponsor supports a transfer
- your current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course

Use of personal information

Information is collected during your enrolment in order to meet the College obligations under the ESOS Act 2000 (Cth) and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 for International Students.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law, this includes the Australian Skills Quality Authority (ASQA) reported under the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

The Education and Training Reform Act 2006 requires the College to collect and disclose a student's personal information for a number of purposes including the allocation of a Victorian Student Number, Unique Student Identifier and updating personal information on the Victorian Student Register. You have a right to access and correct your personal information in accordance with privacy legislation and the College's Privacy Policy and Procedures. For more information in relation to how student information may be used or disclosed please access the College's Privacy Policy at: <https://www.einsteincollege.vic.edu.au/pdfs/Privacy.pdf>

Working in Australia

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

Living in Melbourne

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.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne, voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens. Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets. One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay.

The city centre features world class

- department stores
- historical architecture
- theatres, galleries and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams. A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia,

Melbourne has a vast array of restaurants, offering a variety of international cuisine.

Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

A Good Choice for Study

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

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, Colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, Colleges and schools have established networks of 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

Melbourne 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

Melbourne does not have a specific wet season - it can rain at any time of the year.

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

Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

International sporting events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

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. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

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

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 news agencies.

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 Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

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

Sports and recreation

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

Australia has more than 120 national sporting organisations and thousands of 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 counseling services and assistance to develop effective study skills. Many lecturers 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

Money and banks

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

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 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 International Student Welfare Officer.

Some useful internet sites for housing are:

<http://sha.com.au/>

<http://www.find-studentaccommodation.com/>

<http://www.youthcentral.vic.gov.au/>

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

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)²

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. Annual rates are AU\$456* for single coverage. OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,000 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.

² Rates are from NIB OSHC and current as of 1 January 2015

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.

Food	Personal Effects/Services
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 \$1.00	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 \$4.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city an inner suburbs \$7.00 for a day pass

The ESOS International Student Fact Sheet – International education: ensuring quality and protecting students

Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This factsheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

Education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection’s website at www.border.gov.au/Trav/Visa/Usin.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints in this fact sheet, **Making complaints and getting help**.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution’s agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements. In Australia there are also very strong protections for students' fees, which you can learn more about in this fact sheet under **Protecting your tuition fees**.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes

- any student visa condition that relates to the course you are studying.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students, or call 131 881 on Monday – Friday from 8.30am – 4pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments. Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found. For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation, workers' compensation and work safety protection under Australian workplace and taxation laws. Minimum wages and employment conditions for different occupations or industries, known as *industrial awards*, are set out by Fair Work Australia and are available online at www.fairwork.gov.au/awards-and-agreements

Australian laws also protect you from being discriminated against at work, for example because of your race or your visa status. This could happen when you are applying for a job, about to begin a job, or at any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>.

If you feel you are being unfairly treated by your employer, you can contact the Fair Work Ombudsman (www.fairwork.gov.au) for free advice and complaints assessments. You can also call 13 13 94 from 8am – 5.30pm Monday to Friday inside Australia (except public holidays).

The Fair Work Ombudsman is an independent legal agency that provides information and assistance for workers and employers to ensure they comply with Australian workplace laws. Seeking assistance to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

If you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change institutions if:

- your original institution can no longer provide the course you enrolled in, or
- you have a letter from your original institution saying they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, **Making complaints and getting help**.

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 the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at

<https://www.border.gov.au/Trav/Stud/More/Changing-courses>

For more details about the legislative requirements around transferring courses, you can visit:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at www.oso.gov.au for more information about how the OSO can assist help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php.

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: https://twitter.com/fairwork_gov_au
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

Contact details

Who?	Why?	How?
Einstein College of Australia	For policies and procedures that affect you	<ul style="list-style-type: none"> • www.einsteincollege.vic.edu.au
The ESOS Agency	For your ESOS rights and Responsibilities – International Students	<ul style="list-style-type: none"> • https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Department of Immigration and Border Protection (DIBP)	For visa matters – International Students	<ul style="list-style-type: none"> • www.border.gov.au • Phone 131 881 in Australia • Contact the DIBP office in your country.
Australian Skills Quality Authority (ASQA)	For information on your Vocational education and training	<ul style="list-style-type: none"> • http://www.asqa.gov.au/for-students/for-students.html
The Overseas Student Ombudsman	For information on external complaints and appeals – International Students	<ul style="list-style-type: none"> • www.oso.gov.au

Resolve a problem with your Training Provider

As the National regulator of Australian Vocational Education and Training (VET) providers, ASQA uses a range of information sources to ensure that those providers are delivering quality training and assessment services to their students. One source of information is complaints that students report to ASQA.

When you make a complaint to ASQA, if your complaint is substantiated, the information will be used to inform how ASQA regulates that provider.

ASQA can accept certain types of complaints from both domestic (local) students and from overseas students studying in Australia on student visas.

If you're a student experiencing issues with your training provider, in most cases, the best way to resolve the issue is through your provider's complaints and appeals process.

Note: That the Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing complaints. ASQA will only consider a complaint if the student includes evidence that they have already exhausted the provider's Complaints and Appeals process.

The College supports the following external independent providers for this mediation service at no cost to the students:

International Students on a student Visa:

The Overseas Student Ombudsman

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.oso.gov.au

Address: GPO Box 442, Canberra, ACT 2601