



## Australian National Institute of Education

Key to Success

# INTERNATIONAL STUDENT HANDBOOK

Skills International Pty Ltd, trading as  
**AUSTRALIAN NATIONAL INSTITUTE OF EDUCATION**

RTO Code 41160 | CRICOS CODE 03682M

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## WELCOME TO THE AUSTRALIAN NATIONAL INSTITUTE OF EDUCATION (ANIE)

I would like to take this opportunity to extend my warmest welcome to you on behalf of Skills International Pty Ltd, trading as the Australian National Institute of Education (ANIE).

We are proud and excited to provide high-quality vocational qualifications to students from several different countries. As an International student, you enhance the diverse mix of cultures at our campuses by bringing you your own culture and life experience to share.

ANIE is committed to providing professional adult education in a relaxed, informal and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace by producing high-quality, industry-ready graduates and workforce professionals.

Our college is an Australian Registered Training Organisation (RTO) operating under the National VET Framework, and we are regulated by the Australian Skills Quality Authority (ASQA). The qualifications we deliver are taken from Australian National Training Packages and are recognised Australia wide and internationally.

This *International Student Handbook* provides you with essential pre-arrival information and information to assist you to settle into life in Sydney and our college. We also include advice on the cultural and social differences you may experience during your stay and provide other practical information to ensure your day-to-day experiences are positive ones for you.

The ANIE *International Student Handbook* also provides further important information on the specific requirements and expectations of enrolling and studying with our college. The Handbook contains information about your right and responsibilities, resources available and the terms used about studying vocational qualifications in Australia and their meanings.

We hope you enjoy a supportive learning environment and cultural experience during your study with our college and wish you every success in your future endeavours!

### Chander Mohan Sareen

Chief Executive Officer  
Skills International Pty Ltd  
Trading as  
Australian National Institute of Education (ANIE)



## IMPORTANT INFORMATION

The information contained in this ANIE Handbook is essential for your study at the Australian National Institute of Education (ANIE). Please read it carefully to make sure you understand what it contains.

## LETTER OF OFFER AND AGREEMENT

Before you commence your student at ANIE, you will be provided with a Letter of Offer and Agreement. This letter contains important information regarding various vital aspects of your study, including the course fees and other financial obligations. It is imperative that you read this letter and understand all terms and conditions before signing it.

## ORIENTATION

Once your enrolment is completed, we will inform you about the orientation event. This orientation is a significant event for you as an international student. In this event, you will be provided with crucial information regarding your study, your stay in Australia and various other matters. You are required to attend this orientation event at the commencement of study at ANIE.

## YOUR CONTACT DETAILS

You must notify ANIE of any change in your address, personal situation or any problems as soon as possible. We are required to advise the Department of Home Affairs (DHA) of all changes to your details as part of our responsibilities as an education provider for overseas students.

It is your responsibility to keep us informed, and you must complete a *Change of Details Form* available from Student Services to maintain up to date information in our record. Keeping your address and contact details updated at all times will ensure you receive the notices and information that relate to your studies, student visa conditions and other matters that may require your urgent attention.

It is our responsibility to let the Department of Home Affairs (DHA) know should you:

- breach any conditions of your student visa
- not attend classes and drop below 80% attendance for any study period (term)
- failed more than 50% of the unit in each study period (term)
- not make your tuition fee payments on time without a mutually agreed payment

Please note that we are here to help and ensure your academic progress is maintained. Therefore, please make sure to inform us if you have any problems at the earliest at any stage of your course.



### USING THIS HANDBOOK

This Handbook has been made available on the ANIE website. It is also issued to all newly arrived students. All students need to read it at the commencement of their course to reinforce understanding of the vital policies and procedures to be adhered to as part of their study.

Before commencing your program, you should check that you have been provided with and have understood the information including, but not limited to:

- Course outline, the course duration (length of study) and the Units of Competency in the course
- Timetable and structure of your learning and assessment
- Credit Transfer (from earlier studies) and/or Recognition of Prior Learning (RPL)
- National recognition of Australian qualifications
- Enrolment Terms and Conditions
- Resources and Support Services provided and/or made available to you
- Fees and Refund policy
- Educational policies (including complaints, assessment and attendance)
- Withdrawal, deferment and appeals processes
- Intervention strategy (counselling and student support)
- Code of conduct (behaviour of staff and students)
- Access and Equity (a safe and inclusive environment)
- Health and Safety considerations
- Privacy policy

If you have any enquiry or need for support, please reach to our Student Support Manager in the email address: [ssm@anie.edu.au](mailto:ssm@anie.edu.au) or call the phone number: 1300 812 355 (Australia) or +612 9620 5501 (Overseas).





## SECTION 1: AUSTRALIAN NATIONAL INSTITUTE OF EDUCATION

### About ANIE

Australian National Institute of Education (ANIE) is a nationally Registered Training Organisation (RTO) under the Australian government's regulatory organisation, Australian Skills Quality Authority (ASQA). Our training products are designed according to the national register of VET (Vocational Education and Training). We provide quality education with the objective of producing skilled and knowledgeable graduates to contribute to the global workforce.

### Course Provided by Australian National Institute of Education

ANIE currently offers the following VET courses to international students:

Couse	Duration	Location
SIT40516 Certificate IV in Commercial Cookery	78 weeks/ 1.5 year	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147
SIT504516 Diploma of Hospitality Management	78 weeks/ 1.5 year*	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147
ICT50220 Diploma of Information Technology	78 weeks/ 1.5 year	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147
ICT60220 Advanced Diploma of Information Technology	52 weeks/ 1 year	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147
BSB50420 Diploma of Leadership and Management	78 weeks/ 1.5 year	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147
BSB60420 Advanced Diploma of Leadership and Management	52 weeks/ 1 year	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147
BSB80120 Graduate Diploma of Management (Learning)	52 weeks/ 1 year	Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147

*\* Students who study the package courses of SIT40516 and SIT50416, the duration and cost of the second course are significantly reduced due to the Credit. Please contact us for more details.*

For details about the courses, their duration, course fees, entry requirements, units of competency, workplace component (if applicable) and other relevant information, please visit our website: [www.anie.edu.au](http://www.anie.edu.au)



### Our Mission

Our mission is to deliver quality education that shall equip our students with the required skill set, to embark on the current workforce. Our core business is supporting our students on the path to achieving their goals and aspirations by developing practical and academic skills, knowledge and capability.

ANIE is committed to providing professional adult education in a relaxed, informal and supportive environment whilst developing highly skilled and job-ready graduates.

At ANIE, we believe that the key to success is to:

- Empower our students through education and training
- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Help our students achieve their personal best in gaining a Business Education
- Ensure small class numbers so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field

ANIE, nor any of its agents or other third parties involved, will NOT:

- Guarantee a successful education assessment outcome, including that a student will be issued with a qualification or statement of attainment.
- Guarantee any employment outcome as a result of training and/or assessment unless guaranteed employment has been arranged.
- Claim to secure any migration outcomes based on completing a course with ANIE.
- Claim that a student will be eligible for any license or accreditation as a result of training and/or assessment unless it is a license outcome guaranteed by the issuer of the license or accreditation.
- Give any other false or misleading information or advice in relation to itself, its course or outcomes associated with the course.

### Our Expectations from You

At ANIE, we expect you:

- To contribute to learning harmoniously and positively irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ANIE.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ANIE publications with respect.
- To respect other students and ANIE staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments as per your assessor's instructions and feedback.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws



- To be free from (not under the influence of) prohibited drugs and/or substances, including alcohol, during your participation in all training and assessment activities.
- Not to trespass or knowingly enter any place within the institute's premises that are restricted from the students.

### Our Obligations as Your RTO and CRICOS Education Provider

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with the Australian Skills Quality Authority (ASQA), the Australian National Institute of Education (ANIE) has an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance, we have developed comprehensive internal policies, procedures, and systems to guide our compliant operations. We participate in audits with ASQA upon their request. Moreover, we ensure that any third parties that we work with who have any involvement in your training and assessment comply with all relevant regulations. This includes our training partners, marketing brokers and salespeople where applicable.

As an RTO, we are responsible for issuing your AQF certification documents according to our *AQF Certification Issuance Policy and Procedures*. See the section on AQF Certification in this Handbook.

At any time, if you feel that we have not met our obligations as an RTO, you have the right to make a complaint following our *Complaints and Appeals Policy and Procedures*. See the Section on Complaints and Appeals in this Handbook.

Some relevant sections from our primary policy and procedures documents are outlined in this Handbook. Please read this Handbook thoroughly to crucial information for you as an international student.

Our registration detail is located on the National Register of VET:

<https://training.gov.au/Organisation/Details/41160>

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (<https://cricos.education.gov.au/>) to offer services to international student visa holders. All CRICOS registered RTOs are regulated by the ASQA under The Education Services for Overseas Students (ESOS) Act 2000 (<https://www.legislation.gov.au/Series/C2004A00757>) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

(<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>).

We deliver Australian Qualifications Framework (<https://www.aqf.edu.au/>) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National Training Package qualifications are developed by Industry Reference Committees in consultation with the industry bodies, regulators, training providers and other stakeholders.



### Application and Enrolment Process

Australian National Institute of Education accepts applications from all students who meet the entry requirements as published on our website, prospectus and course brochures.

Applications are accepted on a first-come, first-served basis. However, if a course is full in one intake, you may be offered a place in that course starting at a later date/next intakes.

To apply to enrol in a course, you must complete an *Enrolment Form for International Students*, which is available on our website or at the reception on our campus or through your agent. If you are applying for a course that has specific entry requirements, you will also need to provide the necessary evidence such as verified copies of previous educational and schooling qualifications, identification documents including your passport and evidence of English Language levels (within the last two (2) years) such as the IELTS or the TOEFL or equivalent English tests.

If you are applying for Credit, you should indicate this on your *Enrolment Form* and provide the certified copies of your transcripts so that we can assess your application for Credit. See the section on Credit in this Handbook. This only applies to VET students.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to [admissions@anie.edu.au](mailto:admissions@anie.edu.au).

ANIE may charge an Application Processing Fee to check your documents. You will be contacted within a reasonable time to update the status of your enrolment application and confirm your details.

You will then attend a *Course Entry Interview*, which may be conducted over the phone, online or on campus. You may also need to participate in an LLN (Language, Literacy and Numeracy) Test or Placement Test. Our enrolment team will assess your documents and inform you about all the requirements at this phase.

Upon approval of your enrolment, you will receive a formal Offer Letter (i.e. a legal agreement between the Student and ANIE) and an invoice for the required Course Fee payment (tuition and other fees). You need to carefully go through this *Letter of Offer and Agreement*, understand all the details and sign it if all terms and conditions are found acceptable.

Once we receive this signed agreement and payment, we will issue an Electronic Confirmation of Enrolment (eCoE) for you. With this eCoE, you will apply for a student visa (Subclass 500) with the designated visa office (<https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx>).

Please visit the Department of Home Affairs website ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)) to know details about the Australian visa application process. If the outcome of your visa application is positive, you will need to provide us with further information about your flight, temporary accommodation arrangement, Overseas Student Health Cover, emergency contact details, etc.

On arrival in Australia, you must participate in the Orientation event, where you will get to know more about ANIE premises, support services, critical Incident procedures and all other essential details. Orientations are usually held at 9:00 am on the preceding Friday of the class start date.

If you are an onshore student, you need to provide your Unique Student Identifier number to ANIE.



### Education Agents

ANIE uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act ethically and honestly, in the best interests of our key target student cohort, international students, and to ensure that the reputation of the Australian international education sector is upheld.

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language, making the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. It is the student's responsibility to keep a copy of the receipts for the payments they make to agents. Students need to provide relevant information and documents to agents.

Please Note: Education Agents are NOT licensed to provide migration advice. Please check the ANIE website for a complete list of agents. Students are advised not to communicate with an agent that is not on ANIE's website for getting admissions in ANIE. A list of the education agents with whom we have an agreement is outlined on our web site: <https://anie.edu.au/our-agents/>

### Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognised training completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student, you must either:

- Provide us with your USI, or
- Give us permission to create your USI on your behalf.

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

If you provide us with permission to access or create your USI, we will need a valid form of identification.

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

We cannot issue a Certificate/Transcript or a Statement of Attainment unless we have a valid USI or a Notice of Exemption from the registrar.

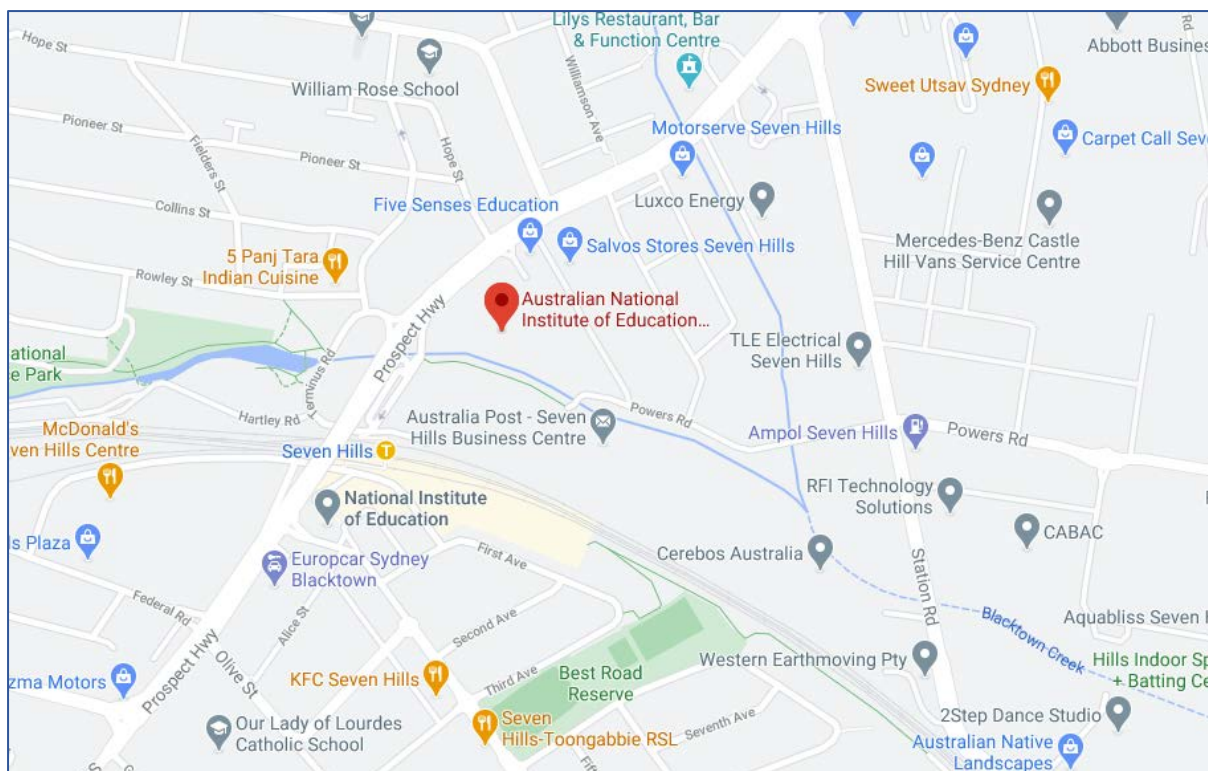
### Our Location

ANIE campus is a hub of learning, diverse culture and community spirit. Our campus location places our students at the heart of a spacious and modern commercial complex. We are situated just next to one of the major train stations in Sydney; our students can conveniently commute to their classes. Our campus location supports our students' studies and also their lives off-campus.

ANIE campus is located at Suite 11, 197 Prospect Hwy, Seven Hills, NSW 2147. Seven Hills is a thriving suburb in the Greater Western Sydney region, 34 kilometres west of the Sydney CBD (Central Business District).

# AUSTRALIAN NATIONAL INSTITUTE OF EDUCATION

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### Parking

Whilst you are attending our campus by driving your private vehicle, you can park in the Seven Hills Station Car Parking adjacent to our premises.

### Public Transport

Seven Hills Train Station is served by Sydney Trains T1 Western and T5 Cumberland line services. ANIE is located just next to the Seven Hills Train Station, a 4-5 mins walk to get there.

### Lunch Options

If you are looking to buy lunch while you are at the campus, you will find many eateries around Seven Hills Station and Seven Hills Plaza. We are situated just beside the train station and are surrounded by take away shops, cafes and restaurants, plenty to choose from. Seven Hills Plaza is a bustling and large Shopping Centre. It is located adjacent to Prospect Highway and is home to Woolworths, ALDI, and over 80 stores across fresh food, fast food and casual dining, health and beauty, travel, fashion and accessories, medical, general services and all the major banks.

### Accommodation

Seven Hills enjoys lower rental costs for apartments than the Sydney CBD and many other suburbs. Rental options can be found on accommodation websites, e.g. [www.rent.com.au](http://www.rent.com.au). Our students also live in many other major suburbs in Sydney as it is easy for them to commute to the campus by train.





### Nearby Public Facilities

#### Nearest Public Library:

Student can also visit Max Webber Library, which is 10 minutes' journey on the train.

#### Max Webber Library

Flushcombe Rd & Alpha St,

Blacktown NSW 2148

Hours: Open everyday 9:30 am–7:45 pm

Phone: (02) 9839 6677

#### Local Medical Centre:

#### Living Waters Family Medical

10 Artillery Crescent, Seven Hills NSW 2147

Phone; 02 9624 6644

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

#### ATM:

ANZ ATM Booth: 224 Prospect Hwy, Seven Hills, NSW, 2147

Suncorp Bank ATM: Cnr. Prospect Highway & Federal Road, Seven Hills, NSW 2147

#### Emergency Contacts:

#### Emergency Telephone Numbers:

Police, Fire, Ambulance - Dial 000

Department of Home Affairs (DHA) - Dial 131 881

9 Wentworth Street, Parramatta, NSW 2150

26 Lee St. Sydney, NSW 2000

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

#### Post Office:

Australia Post

Plaza Shopping Centre, Shop 50, 224 Prospect Hwy, Seven Hills, NSW 2147

Phone: 13 13 18

#### Transport:

Local taxi companies

Blacktown Cabs:

<https://blacktowncabs.business.site/>

13Cabs: <https://www.13cabs.com.au/>

Airport Taxi:

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

Legion Cabs: <https://www.legioncabs.com.au/>

RSL Cabs: <https://www.rslcabs.com.au/>



## SECTION 2: INTERNATIONAL STUDENT IN AUSTRALIA

### Introduction to Australia

Covering 7.69 million square kilometres, mainland Australia is the world's largest island - but smallest continent.

In the distance, the continent stretches about 3700 kilometres from north to south and 4000 kilometres from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil.

Australia is also the only continent that is governed as a single country. It is sometimes informally referred to as an 'island' continent, surrounded by oceans.

Our ocean territory is also the third-largest in the world, spanning three oceans and covering around 12 million square kilometres. We also have one of the most urbanised and coast-dwelling populations in the world, with more than 80 per cent of residents living within 100 kilometres of the coastline. Australia currently has a population of almost 23 million people.

### *Cities, States and Territories*

Australia is divided into six states and two territories.

**Canberra** is the national capital and the centre of government. It is located approximately 290 kilometres south of Sydney in the Australian Capital Territory (ACT).

**Queensland** is Australia's second-largest state in size. The state capital is Brisbane, the third most populated city in Australia.

**New South Wales** is Australia's oldest and most populated state. It was initially settled as a penal colony on the shores of Port Jackson, where the bustling capital city of Sydney now stands. More than a third of Australians live in New South Wales, and Sydney is the nation's largest city.

**Victoria** is the smallest of the mainland states in size but the second most populated. Melbourne is the capital and is Australia's second most populated city.

**South Australia** is a state in the southern central part of the country which covers some of the aridest parts of the continent. It is the fourth largest of Australia's states and shares its borders with all of the mainland states and the Northern Territory. The state capital is Adelaide, the fifth-largest city in Australia.

At the top end of Australia lies the **Northern Territory**. Darwin, on the northern coast, is the capital, and Alice Springs the principal inland town. Alice Springs is the physical heart of Australia, almost exactly at the nation's geographical centre.

**Western Australia** is Australia's largest state by area. About three-quarters of the state's population lives in the capital Perth, which is the fourth most populated city in Australia.

**Tasmania** is separated from mainland Australia by the Bass Strait and is the smallest state in Australia. The capital, Hobart, was founded in 1804

### *Climate*

Australia experiences temperate weather for most of the year, but the climate can vary due to the size of our continent. The northern states typically experience warm weather much of the time, with the southern states experiencing cooler winters. Australia is also one of the driest continents on earth, with an average annual



rainfall of fewer than 600 millimetres. Like all countries in the southern hemisphere, Australia's seasons are opposite to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter, and September to November is spring.

### Introducing Sydney

Sydney, the capital of New South Wales and one of Australia's largest cities, is best known for its harbourfront Sydney Opera House, with a distinctive sail-like design and Harbour Bridge. It's home to beautiful beaches, iconic buildings, historic landmarks, award-winning restaurants, and vibrant culture.

Take a stroll along Circular Quay and soak up the atmosphere or visit the Queen Victoria Building in the heart of Sydney's CBD. Sydney offers an array of cultural activities for people of all ages. Sydney is home to an abundance of cafes, canteens, restaurants, kiosks, gourmet food trucks, pop-up eateries etc. Sydney is a great place to access international brands and local designers whose wares can be found in shopping centres, outdoor strips and market-style pop-ups throughout the city. Sydney's idyllic parks have garnered international attention for their natural beauty and unspoiled old-world feel.

You'll find plenty of things to see and do in Sydney. Sydney Harbour is a natural playground, and the views are world-class. There's a wide-ranging cultural life, a dynamic food scene and vibrant cityscape of outstanding contemporary and colonial architecture. Iconic beaches – most notably Bondi and Manly – and five major national parks deliver unforgettable outdoor experiences.

Source: <http://www.sydney.com/destinations/sydney>

### Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support students' success in their studies by ensuring that they do not rely on such work to meet all their expenses.

Student visa students and their family members must have access to the following funds to meet the living costs requirements:

- For a primary applicant: AUD21,041
- For a spouse or de facto partner of the primary applicant: AUD7,362
- For a dependent child: AUD3,152
- Annual school costs: AUD8,296
- Personal annual income if there is no secondary applicant: AUD62,222
- Personal annual income where there is a secondary applicant: AUD72,592

Student must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

While the Department of Home Affairs requires student visa student to possess the above-mentioned fund, the cost of living in Sydney varies per student visa student's lifestyle. A general guide to costs of living



(accommodation, groceries, eating out, gas, electricity, phone and internet, car [after purchase] and entertainment) per week can be found in the below links

- Expatistan (<https://www.expatistan.com/cost-of-living/sydney>)
- Study in Australia (<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>)

### Notifying a Change of Address or Contact Details

You must tell ANIE:-

- The address where you live in Australia, within seven calendar days of arriving in Australia.
- If you change your address, phone number or email address later, you must update ANIE within seven calendar days of the change.
- If you change education provider within seven calendar days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment, you must notify ANIE.

### Visas

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated, and for students from some countries, it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa, you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic mission with which you lodge your application.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin. Usually, we advise starting the process at least 3-4 months before the class start date.

### Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://www.homeaffairs.gov.au/trav/stud>

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

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



### *General Conditions of Your Visa*

All international students applying to enter a training program being offered by ANIE :

- Must be over the age of 18
- Must demonstrate a good command of written and spoken English. The student needs to submit IELTS results (5.5 score on average) or equivalent English Language tests. However, if a student falls into one of the following student categories, he/she is exempt from providing evidence of English language proficiency requirements with the visa application:
  - students enrolled in full-time school studies as a principal course, including secondary exchange programmes; postgraduate research courses; standalone English Language Intensive Course for Overseas Students (ELICOS); and Foreign Affairs or Defence sponsored students
  - students who have completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
  - citizens and passport holders of one of the following English-speaking countries: UK, USA, Canada, NZ or Republic of Ireland
  - students who have successfully completed in Australia in the English language either the Senior Secondary Certificate of Education or a substantial part of studies at the Certificate IV or higher level, in the two years before applying for the student visa.
- Must have completed an Australian Year-12 equivalent secondary schooling level education/certificate or higher
- May or may not demonstrate suitable work or life experience
- Must meet the following Student Visa 500 subclass requirements:
  - <https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>
  - Be a genuine temporary entrant:  
<https://www.homeaffairs.gov.au/Trav/Stud/More/Genuine-Temporary-Entrant>
  - Meet English language test score requirements:  
<https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>
  - Demonstrate financial capacity: <https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>
  - Hold Overseas Student Health Cover (OSHC):  
<https://www.homeaffairs.gov.au/Trav/Stud/More/Health-Insurance-for-Students>
  - Meet the personal health requirements:  
<https://www.homeaffairs.gov.au/Trav/Visa/Heal/meeting-the-health-requirement>
  - Be of good character: <https://www.homeaffairs.gov.au/Trav/Visa/Char>

Under the Department of Home Affairs,' the Simplified Student Visa Framework arrangements (<https://www.homeaffairs.gov.au/busi/Educ/simplified-student-visa>) streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application.

This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to ANIE as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student



to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page. We strongly recommend using the following link: <https://www.homeaffairs.gov.au/Trav/Visa-1/500-?modal=wet>

All students, regardless of the financial capacity and English language proficiency, will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

### ***Department of Home Affairs (DHA)***

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process and application document checklists to assist you with your application. Visit DHA: <https://www.homeaffairs.gov.au/> for the latest information.

### ***Department of Education, Skills and Employment (DESE)***

The Australian Government's Department of Education, Skills and Employment provides comprehensive information about the Australian education sector. Visit DESE: <https://www.dese.gov.au/> for the latest information.

### ***Arranging Travel***

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling in, adjusting to the climate and overcoming jet lag. If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

### ***Keeping in Contact***

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). Once you have arrived in Australia, you should let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.

On your arrival, please contact the college on 1300 812 355 or +61 2 9620 5501.

### ***Documents***

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place/admission letter from ANIE
- Confirmation of Enrolment (CoE) issued by ANIE
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions



### **On Your Flight**

Wear comfortable, layered clothing so that you can adjust per the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer, it will be very HOT, so wear lightweight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia, passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than \$10,000 in cash, you must also declare this on your Incoming Passenger Card. However, it is strongly recommended that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

### **What to Bring to Australia**

You might need to include (most can also be purchased in Australia):

- alarm clock
- bath towels, bedsheets, pillowcases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins, one of which is an earth pin, as shown in the picture below. You may need to buy an adaptor or have the plugs changed when you arrive. Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

**Picture: Australian standard electric plug**



### **Clothing**

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.



On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W, where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher-end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

### **Budgeting**

Once you’ve settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

### **Bringing Goods**

Bringing a PC or laptop into Australia may be a little more complicated. Laptop computers and other similar electronic equipment for personal use may be brought in duty-free provided the Department is satisfied these goods would be taken back on departure. However, if there is no intention to re-export the laptop on departure from Australia, any applicable Customs duty and GST will be payable if passenger concession has been exceeded.

General goods such as gifts, souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches and sporting equipment worth AUD900.00 is allowed for people aged 18 years and above. For people below 18 years, the concession is limited to AUD 450.00.

Personal goods owned and used for more than 12 months prior to arrival are allowed tax-free. Proof of the date of purchase and purchase price may be required. Refer <https://www.homeaffairs.gov.au/Trav/Ente> for further details.

## **Entry into Australia**

### **Australian Immigration**

When you first arrive in Australia, you will be required to make your way through Australian immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.



### **Baggage Claim**

Once you have passed through the immigration checks, you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged, go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### **Detector Dogs**

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from the food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

### **Australian Customs and Quarantine**

Once you have your luggage, you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. **You must declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk ten (10) years in prison. All international mail is also screened.

Some products **may require treatment** to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives, visit <http://www.homeaffairs.gov.au/>.

### **Getting from the Airport**

#### **Train**

Airport Link is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle line, which means most city destinations are within a short walk of stations. You shall require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station, Relay and WH Smith. Train Ticket fares and other details are available at <https://www.opal.com.au/>.

More details are available on:

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport>.



### **Taxis**

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers. Taxi Rank locations, Taxi Fares and few Taxi companies are available on

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#taxi-andrideshare-transport%20options-international-parking-and-transport>

Source: <http://www.sydneyairport.com.au/go>

### **Accessing Money**

You should read this section carefully and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

### **How Much to Bring**

You will need to make sure you have enough funds to support yourself when you first arrive. It is recommended that you have approximately AU\$2000 to AU\$5000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you, not even someone who may indicate they are studying at the same educational institution.

### **Currency Exchange**

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges at Major Shopping Centres

### **Electronic Transfer**

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

### **ATMs**

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo. Check this with your financial institution before leaving home.

### **Credit Cards**

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.



## **Temporary Accommodation**

### ***Hotels, Motels & Backpackers***

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for an extended period. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

### ***Staying with Friends or Family***

If you know someone in Australia, this is an excellent way to settle into life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18, you must obtain approval from your education provider first.

## **Permanent Accommodation**

When you are studying, it is important to have a good home base where you feel safe and relaxed. Transport is another consideration. There are many accommodation options for international students in NSW.

### ***Private Accommodation***

You rent a house or apartment from a real estate agent or private landlord. For a listing of real estate agents, visit:

- [www.ealestate.com.au](http://www.ealestate.com.au)
- [www.realestateview.com.au](http://www.realestateview.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- <https://housinganywhere.com/>

### ***Homestay***

You stay with a family in their home. For more information, visit:

- Oz Homestay: <http://www.ozhomestay.com.au/>
- Aussie Families Homestay Care: <https://www.auzziefamilies.com/>
- Homestay Network: <https://www.homestaynetwork.com.au/>
- Global Experience: <https://www.globalexperience.com.au/>
- Australian Homestay Network: <https://www.homestaynetwork.org/>

### ***Finding a Roommate***

If you want assistance in finding a roommate, visit:

- [www.flatmates.com.au](http://www.flatmates.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)

### ***Youth Hostels***

Hostels in Sydney and NSW offer cheap, short term accommodation. Most have a mix of private rooms and dormitory accommodation. For more information, visit:

- YHA Australia: <https://www.yha.com.au/>



- Getaroom: <https://www.getaroom.com.au/>

### **Private student accommodation**

Purpose-built student accommodation either on-campus or within walking distance of your school. For more information, visit:

- [www.student.com](http://www.student.com)
- <https://iglu.com.au/>
- <https://urbanest.com.au/>

### **Bringing the Family Members**

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs). Family members include your spouse and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

### **Issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia, it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information, visit the Department of Home Affairs website.

### **Child Care**

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

- Centre-based childcare \$70-\$192 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$17-\$25 per hour live in \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home) \$200-\$300 per week (+agency fee)

Find out more at <https://www.careforkids.com.au/>





### Schools

In Australia, children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school-age dependents, you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university-trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you locating a school suitable for your needs, the following web links will provide a wealth of information about schooling options:

- Public Schools: <https://online.det.nsw.edu.au/schoolfind/locator/>
- International Student Program: <http://www.decinternational.nsw.edu.au/study/schools>

For Education Fee information, consult the following link:

<https://prisms.education.gov.au/Information/News/News.aspx?NewsId=563&refer=sub>

The Department also published The *Life in Australia* booklet in several languages. This publication is filled with helpful information and is recommended reading. The booklet is available online at Life in Australia booklet <https://www.homeaffairs.gov.au/Trav/Life>

## Health and Safety

### Emergencies

For emergencies such as fire, ambulance or police, call 000. When you dial 000, you will be asked whether you want help regarding fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

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



### **Ambulance**

Ambulances provide immediate medical attention in an emergency and emergency transportation to a hospital. To access an ambulance, call 000.

### **Medical Assistance**

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals', and you can also find them by searching on the internet. If you need to go to a hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### **Overseas Student Health Cover**

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC: [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private: [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC: [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments, you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or

General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au).

### **Checklist for the Travel**

#### **Before Leaving Home: Things to Do**

- Apply for passport
- Arrange student visa
- Make contact with ANIE
- Arrange for immunisations and medications from my doctor



- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from the airport to accommodation
- Arrange Overseas Student Health Cover (OSHC) Insurance
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough currency for taxis, buses, phone calls etc.
  - Important documents:
    - Passport
    - Letter of offer
    - Confirmation of Enrolment
    - Certified copies of qualifications & certificates
    - Course Entry Interview Form, LLN Test script, Enrolment form and other documents (if given by agent)
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)

### ***Upon Arrival in Australia: Things to DO***

- Call home
- Settle into accommodation
- Contact ANIE
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend International Student Orientation
- Get the student ID card
- Advise health insurance company of address & get OSHC card
- Open a bank account
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (e.g. music, sporting and cultural clubs).

### **Working while Study**

The Australian government allows non-Australian citizens to study in Australia with a student visa. A student visa is only issued if you have enrolled and have been accepted through an approved registered Australian Government provider for overseas students. Prior to enrolling, it is important that you understand the visa regulation for your country of origin. Details about student visas can be found at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or contact your local Australian Embassy/Consulate. International students are permitted to work up to 40 hours per fortnight during the study period and full-time during holidays. ANIE does not organise work for students. Work hours are not to interfere with your college timetable.

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your



course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by ANIE and scheduled during the course.

Your family members are not allowed to work until you begin the scheduled course. Family members are permitted to work up to 20 hours per week at all times after your course has commenced.

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:

<https://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 unfairly treated by your employer, you can contact the Fair Work Ombudsman ([www.fairwork.gov.au](http://www.fairwork.gov.au)) for free advice and complaints assessments. You can also call 13 13 94 from 8 am – 5.30 pm 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. If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at [www.fairwork.gov.au](http://www.fairwork.gov.au)

You are not allowed to work until your course has started, and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by ANIE and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are permitted to work up to 20 hours per week at all times after your course has commenced. Work conditions for student visa holders can be found on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-studentsWorkrights>.

Further information about student visa conditions can be found at the Department of Home Affairs website: <http://www.homeaffairs.gov.au/>

### **Tax File Number**

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>



## SECTION 3: STUDYING AT ANIE

### Introduction to Australian Vocational Education and Training (VET) Sector

#### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages that identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

#### **What is Competency-Based Training?**

Competency-based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against the requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

#### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules, including the compulsory core units and be included in a course and the elective units which are available.

#### **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within the timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of the enrolment and when training delivery commences.

ANIE takes responsibility for the quality of the training and assessment being provided to students and for the issuance of AQF certificates.

#### **Results and Certificates**

On completing the training program with ANIE, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework (<https://www.aqf.edu.au/>). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by ANIE will be accompanied by a transcript that will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.



A statement of results will be available to you upon request throughout your training. This will provide you with information on your progress.

### ***International English Language Testing System (IELTS)***

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. ANIE course entry requirement is a minimum IELTS Overall Band Score of 5.5. A score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though they are likely to make many mistakes. The person should be able to handle basic communication in their own field.

ANIE requires you to submit evidence of your IELTS results (Overall Band Score of 5.5 or higher) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page of [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Applications for enrolment that are not accompanied by this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information: <https://www.ielts.org/book-a-test/find-a-test-location>

If you submit any other English proficiency test, we will use the table to assess your English competency given in <https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>

### ***Verification of IELTS and Education Level***

ANIE reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:

- IELTS proficiency. ANIE may utilise the <https://www.ielts.org/en-us/ielts-for-organisations/processing-and-verifying-ielts-results> to assess the validity of all evidence submitted of IELTS proficiency.
- School Certificate equivalence. Where evidence submitted by a student does not clearly demonstrate the equivalence to the Australian School Certificate, ANIE may obtain a confirmation from the <https://www.tafesa.edu.au/international/entry-requirements/year-12-overseas-equivalent> at its own cost.

### ***Unsuccessful Student Visa and Tuition Protection Services***

If your student visa application is NOT approved, you must contact ANIE and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

Australia has a well-established international education sector with education providers delivering high-quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).





In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

### Credit

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

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

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can also apply for Credit at any time. However, it is best you do this as part of your enrolment so that Credits are known upfront and the reduction in course duration and cost can be calculated, if applicable.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied to determine equivalence. Your Credit Application may be rejected if you fail to provide the required information or documentations.

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

### Recognition of Prior Learning (RPL)

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

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

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and discuss whether or not RPL might be applicable for you. Suitability is often determined by how much experience you have in a specific area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

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

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

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



Fees are applicable for Recognition of Prior Learning, and you will be advised to pay these fees upon contacting us. Check Schedule of Charges in Letter of Offer for RPL Fees.

For more information about applying for RPL, contact the Administration office. If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, ANIE will provide you with a new Confirmation of Enrolment Letter (CoE), including the updated duration of studies.

### ***Reduction of Course Duration as a Result of Credit or RPL***

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

### **Course induction**

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student, you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures, including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements, including emergency evacuation procedures, critical incidents and incident reporting (see the section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction, you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed, as stated in the section below.



## **Student Code of Conduct**

### ***Student Rights***

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the Australian National Institute of Education holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training/teaching, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training/teaching and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training/teaching program.
- Provide feedback to the Australian National Institute of Education on the client services, training/teaching, assessment and support services they receive.
- Be informed of any changes to agreed services and how it affects them as soon as practicable.

### ***Student Responsibilities***

All students, throughout their training/teaching and involvement with the Australian National Institute of Education, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to the Australian National Institute of Education in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training/teaching sessions.
- Notify the Australian National Institute of Education if any difficulties arise as part of their involvement in the program.



- Notify Australian National Institute of Education if they are unable to attend a session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their course within agreed timeframes, where relevant.
- If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

### Course Expectations and Requirements

#### **VET Students**

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

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve face-to-face classes and the preparation of assessments at home.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations. There is no percentage (%) or grade-based marking system in the VET sector. Students are assessed as either “Competent” (i.e. passed) or “Not Yet Competent” (i.e. failed) for the units of competency.

#### **Attendance and Homework/Home Study Requirements**

If you are enrolled in a course, it is an expectation that you attend every class so as to not fall behind. ANIE monitors and records the course attendance of students on a regular basis. We do this by monitoring the class attendance via an attendance record that requires the student’s signature at the start and end of a training day. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for genuine reasons. A student who is identified as having unsatisfactory attendance without acceptable explanation will be managed via a range of intervention strategies.

A student who has missed more than 20% of the scheduled contact hours in two fortnights will receive a formal letter from the Student Support Manager asking them to contact the DoS and to attend a formal counselling session. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students in improving their attendance pattern.

ANIE internal procedures require students to attend and maintain a minimum of 80% of attendance all the time. Students who fail to maintain it for one term will be communicated and an intervention strategy will be activated by DoS/CEO according to ANIE’s own attendance requirements for the students. The intervention strategy will continue till the next term-end. Even after the intervention strategy is activated, if a student fails to attend 80% of the classes in two consecutive terms, the student will be marked to be reported to the Department of Education, Skills and Employment Skills and Education (DESE) through PRISMS.

The irregular student will first be sent an Intention to Report Letter by Student Support Manager in consultation with the DoS informing the college’s decision to report him/her to the Department of Education, Skills and Employment for unsatisfactory attendance. This letter will also inform them they have 20 working days in which



to access ANIE's appeals process should they wish to appeal any decision to be made. If the appeal's outcome is not in favour of the student or the student fails to provide a convincing improvement plan, DoS may decide to report the student to PRISMS.

There may also be an expectation that you complete a certain amount of home study each week in order to finish the learning and assessment tasks required for the completion of your course. Your trainer may guide you on what to do during this time and how much is expected.

### Training Arrangements

The courses are delivered in a classroom environment and conducted face-to-face in Training sessions are trainer-led in group sizes of no more than 25 students.

The training program is undertaken using a planned schedule. Training sessions will include the demonstration, explanation and practice.

Students will typically attend formal training sessions in three to four working days per week, depending on the course. Each day has scheduled training over 4 to 8 hours, depending on the course of study. Students may also need to work in a commercial environment as the practical component of a course, e.g. in the kitchen for hospitality courses. Students are supposed to find their own workplaces if there is any workplace component in training. ANIE Trainer and Assessor will visit such places to find out whether they are complaint work places. If a student fails to secure his/her work place, ANIE will proceed to find one for him/her. ANIE trainers & assessors will assess the students (during term) in real-life work conditions at regular interval as per the Work Placement Policy and Procedures.

### Assessment Arrangements

Every unit of competency has several assessment tasks. Sometimes few units are combined, and a single assessment is developed for them, which is called "clustering". At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment tasks with you, and you will be given all the details about the assessment requirements.

Before handing over each assessment task, you will:

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

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

### Submitting Your Assessments

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

Assessments must be submitted directly to the trainer/assessor.

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



Written work will be marked within the time advised to you by your trainer or teacher, which cannot be more than 10 working days. Your assessor will provide you with written feedback and confirm the outcome of the assessment task if the outcome is negative.

### **Assessment Outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can consult your trainer several times about the quality of your answers BEFORE formal submission of the assessment tasks. However, you can have ONE attempt to submit a task FORMALLY and achieve a Satisfactory outcome before the end of delivery of the unit.

If, after the delivery of a unit is over, you are assessed as Not Yet Competent for a unit, you will have ONE opportunity for resubmission subject to a re-assessment fee. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If a student even fails in re-submission, he/she needs to complete additional training and assessment to support in achieving a Competent outcome. It may mean that the student is re-enrolled into the unit subject to consideration by the relevant trainer and director of studies.

Students must submit assessment tasks in due time. Late submissions will attract a fee. All assessment tasks of a unit must be submitted before the last day of the term, in which it was offered. After that, the Reassessment policy will take over.

### **Reasonable Adjustment in Assessment**

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

Reasonable adjustment can involve:

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

Please speak to your assessor/teacher if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs. The Director of Studies may also be involved.

### **Appealing Assessment Decisions**

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

### **Work Placement Arrangements**

Some VET qualifications require work placement component to be successfully completed by the students to achieve the competency. Those qualifications have practical components which will be delivered in an industry-standard simulated workplace during the training period.





These qualifications also require the students to work in a commercial environment for a specific duration. The students can arrange their own workplace. Additionally, ANIE can also provide support in this regard. ANIE trainer and assessor will visit these places on a pre-determined frequency and assess the student at work. We may also ask for feedback from the workplace providers on student's performance.

## **Misconduct**

### ***Plagiarism, Cheating and Collusion***

ANIE has a Zero tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work. Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non-submission of assessments by their due dates

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action, which is likely to require you to complete the assessment again. If a student continues to plagiarise even after cautionary notices, ANIE reserves the right to cancel the enrolment of the student and report the student to DHA.

## **Other Misconducts and Classroom Behaviour**

### ***Non-Academic Misconduct***

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents, e.g. Qualifications, Statements of Attainment, References
- Online abuse to any student or staff

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.



### ***Unlawful Activity***

ANIE reserves the right to instantly terminate any student who participates in an unlawful activity and will report any such behaviour to the legal authorities.

### ***Classroom Behaviour***

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college, and most importantly will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in the lecture room. Chewing gum is not permitted on College premises.

Students are not to enter the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities should ask their trainers or a College representative for assistance.

Information of any such misconduct can be communicated by the victim and others to DoS/CEO through lodging a complaint. Please visit our Complaints and Appeals procedure section of this handbook.

### ***Support services***

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

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

During your enrolment, ANIE will engage with you on a number of occasions. We do this by requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally, during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study.

You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

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

Services that we can offer to you include:

- Placing the student in a tutorial class with students having similar issues.
- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Director of Studies relating to any student concerns.
- Referral to relevant external services e.g. for English language support and LLN skills.
- Assigning of a mentor/coach that is able to provide additional support and who works closely with the student and the trainer/assessor.



- Adjustments to the way training resources are accessed or provided.
- Adjustments to the way assessments are to be conducted or extra time for assessments.
- More options as discussed with the student.

### ***What Support is Available?***

ANIE will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Pre- Enrolment Support (communication channels to Student Support Manager)
- Language, Literacy and Numeracy Support
- Academic Support
- Counselling Referral
- Disability Access
- Emergency & Medical Services Referral
- Legal Services Referral
- USI Help
- Housing / Accommodation Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Director of Studies. It is our absolute priority to provide you with the support needed to enable you to progress in your study and complete your chosen course. ANIE is committed to our student's welfare both during and after hours of study.

### ***Welfare Referral Services***

ANIE will provide you with a referral to a counsellor if you require it.

We also conduct monthly information sessions on topics relevant to employment rights, mental health, safety issues, copy right issues, etc. It may also include advice on academic and study issues.

Internal welfare services and referrals will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider.

Contact us for further details about the welfare services we can offer.

### ***External Support Services***

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

#### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

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

The following online resources are also useful for providing student support to study:



### Effective Study skills

A useful quick overview of study skills

[www.adprima.com/studyout.htm](http://www.adprima.com/studyout.htm)

### How to Study

A large directory to study skills websites, including how to study in specific subject areas.

[www.howtostudy.org](http://www.howtostudy.org)

### Study Guides and Strategies

A wide-ranging overview of the skills needed at all stages of student life.

[www.studygs.net](http://www.studygs.net)

### Study Skills Self-Help

Covers important skills such as time management, note-taking and exam preparation.

[www.ucc.vt.edu/stdysk/stdyhlp.html](http://www.ucc.vt.edu/stdysk/stdyhlp.html)

### Anti-Discrimination Board NSW

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Phone (02) 9268 5544

Toll-free 1800 670 812 (for regional NSW only)

Email enquiries: [adbcontact@justice.nsw.gov.au](mailto:adbcontact@justice.nsw.gov.au)

Email complaints: [complaintsadb@justice.nsw.gov.au](mailto:complaintsadb@justice.nsw.gov.au)

### Legal Aid New South Wales

LawAccess NSW is a free government telephone service that provides legal assistance for people who have a legal problem in NSW. They can provide you with information about your legal problem and contact details for services that might be able to assist you.

Telephone: LawAccess NSW 1300 888 529, +61 2 8833 3190

Website: <https://www.legalaid.nsw.gov.au/get-legal-help/legal-helpline>

### Legal services for Students

Redfern Legal Center is a not-for-profit organisation that advises international students about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities.

<https://rlc.org.au/our-services/international-students>

### Disability Rights

NSW Health aims to provide services in a non-discriminatory, equitable and efficient manner, which allows people with disability to function as fully participating citizens. This commitment is reflected in NSW Health's



disability inclusion action planning, service provision and policies. The details can be found here: <https://www.nsw.gov.au/services/services-by-need/people-with-a-disability/your-rights/>

Telephone: 1800 043 159

### **Lifeline**

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

Telephone: 13 11 14

The nearest Mental Counsellor may be found at

### **LikeMind**

Unit 4, 197 Prospect Highway, Seven Hills NSW 2147, Phone: (02) 8806 3800

### **Kids Help Line**

If you have any issue with your underaged children, you may consider contacting those who provide access to telephone, web and email counselling.

Telephone: 1800 55 1800

Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### **Fair Work Australia**

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

Telephone: 1300 799 675

Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

### **Reach Out**

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

Website: [www.reachout.com.au](http://www.reachout.com.au)

### **transition to life and study in a new environment**

<https://www.service.nsw.gov.au/transaction/support-international-students>

### **Accommodation options information**

<https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation>

### **Emergency and health services**

Call: 000

### **For other health services**



<http://www.health.nsw.gov.au/pages/emergency.aspx>

<http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html>

<http://www.health.nsw.gov.au/pts/Pages/default.aspx>

### **For English Language Skills:**

BBC Learning English: <http://www.bbc.co.uk/learningenglish>

Mobile App: <https://www.duolingo.com/>

There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.

ANIE does not have the scope to offer recognized English training. If the student needs further support on English, ANIE has a paid subscription with the English teaching website <https://www.fluentu.com/>. It has step-by-step English exercises with video content. The trainer and assessor will guide the student into this website so that the student learns how English is used in different contexts.

If a student's English skills are still not at the required level, the student will be referred to an ELICOS college to achieve the required standard before being enrolled in ANIE's programs. It will be reflected in the new CoE. ELICOS Course fee will be borne by the student.

### **Rights of International Students as employees:**

When students are working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

### **Social Gathering**

The student may consider joining student clubs for social and professional reasons

### **Council of International Students Australia (CISA)**

<http://www.cisa.edu.au/>

### **Australian Federation of International Students (AFIS)**

<https://www.afis.org.au/>

## **Maintaining Your Enrolment and Course Progress**

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be explained to you during the orientation program as well.

'Satisfactory course progress' is defined as a student successfully completing all required assessments and units in the study period (e.g. one term) they are enrolled into. If a student fails in 50% or more of the units he/she studied in two consecutive terms, it will be treated as 'Unsatisfactory Course Progress' and ANIE will report them to the Department of Education, Skills and Employment.

ANIE will assist you in meeting the course progress requirements by monitoring your progress and providing you with relevant support at an early stage. ANIE reviews submission of assessment tasks after delivery of each unit is finished. Where we consider you are at risk of not meeting 'satisfactory course progress' requirements, we





will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and the support that you required. We can provide you with a range of support- from extra time to complete tasks, additional classes, advice to develop study habits to adjustment of the study program (e.g. moving from one shift to another)- for meeting course progress requirements. The agreed plan will be documented in an Intervention Plan that both you and the Director of Studies will sign. The intervention plan will be updated in an agreed frequency until the student passes the unit/s.

Following the provision of this support, if your progress is still not satisfactory, you will be marked as NYC for the unit/s. If units are clustered, failing in the relevant assessment will be treated as NYC in all units inside that cluster.

Where you continue not to meet course progress requirements and reach the point of 'Unsatisfactory Course Progress', you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

When we send you the Intention to Report letter, you may appeal ANIE decision to report you to DHA within 20 working days from the date of that letter. However, an appeal will only be considered if ANIE has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback, which could impact the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies.
- A traumatic experience that has impacted the student and which could include involvement in or witnessing a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where ANIE is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

The Director of Studies (DoS) or the Chief Executive Officer (CEO) has the authority to decide on these matters.

### Course Transfer

All decisions made by ANIE with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

- ANIE will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:



- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### 1. Transferring to another registered provider

- For ANIE students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
    - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with ANIE's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
    - there is evidence of compassionate or compelling circumstances.
    - ANIE fails to deliver the course as outlined in the student agreement.
    - there is evidence that the student's reasonable expectations about their current course are not being met.
    - there is evidence that the student was misled by ANIE or an education or migration agent regarding ANIE or its course and the course is therefore unsuitable to their needs and/or study objectives.
    - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - A transfer to another course will not be granted where:
    - The transfer may jeopardise the student's progression through a package of courses.
    - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
    - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
    - There are no legitimate compassionate or compelling circumstances.
  - In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
  - The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
  - Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.
  - There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with ANIE's Fees and Refunds Policy and Procedures.
- ### 2. Transferring to another course offered by ANIE
- Students may transfer to another course offered by ANIE in the following circumstances:
    - Where it is considered that the course that the student wishes to transfer to;



- better meets the study capabilities of the student; and/or
- better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within ANIE will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with ANIE's Fees and Refunds Policy and Procedure.

### Visa Advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

### Complaints and Appeals

- Where the decision is made to refuse a course transfer or ANIE does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing ANIE's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.
- Director of Studies (DoS) or Chief Executive Officer (CEO) has the authority to approve such transfer requests.

### Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

### Deferral, Suspension and Cancellation of Studies

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances, which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes



- bereavement of close family members such as parents or grandparents (Where possible, a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies
- a traumatic experience that has impacted the student, which could include involvement in or witnessing a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where ANIE is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

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

### ***Provider-Initiated Suspension or Cancellation***

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

### ***Student-Initiated Cancellation***

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per ANIE Course Transfer Policy and Procedure.



### ***Complaints and Appeals***

- Where a student accesses the Complaints and Appeals process, ANIE will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

### ***Records***

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

### **Change in Visa Status**

When there is any deferral, suspension or cancellation action taken under this standard, ANIE will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act, i.e. notification via PRISMS.

Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa. It can be done verbally as well as through letter.

ANIE reserves the right of not doing 'variation of CoE' at the time of approval of suspension. The extension of CoE may be done when the student approaches the end of the course or when they require it for visa purpose

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

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

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

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

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

### **Your Feedback**

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

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete after achieving the qualifications. Please



help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

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

### Access to Your Records

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

If you want to access or obtain a copy of records, you must make a request in writing to the Student Support Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records; however, there is a cost per page for photocopying as per the schedule of charges.

Access to records may be provided by:

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

### Amendment to Records

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

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

### Notifying Changes Regarding ANIE

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

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

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

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

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

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





### Fees, Charges and Refunds

Protection of fees paid in advance

- ANIE protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

- ANIE does not require international students to pay more than 50% of course fees prior to course commencement. However, ANIE provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, ANIE will require students to pay the full cost of the course prior to course commencement.
- ANIE pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 2 and 4 of the National Code 2018, this is provided prior to enrolment or commencement of training, whichever is first.

Refund information is outlined in the Student Agreement and in the Student Handbook. ANIE publish in a prominent place on its website (i) All tuition and non-tuition fees (as shown on Course Outlines), (ii) This Fees and Refunds Policy.

Fees will only be collected once a signed copy of the signed Student Agreement is received by Australian National Institute of Education

### Inclusions in Course Fees

The Offer Letter and Agreement is clearly itemising tuition, as well as non-tuition fees.

- Course fees mean the tuition fee, and non-tuition fees, e.g. materials fee and other expenses. Tuition Fee includes all of the training/teaching and assessments required for the students to achieve the qualification or course in which they are enrolling within the attempts allowed. Material fees include copies of textbook extract, hand-out and other mandatory learning materials prepared by ANIE. Any other textbook or reference book and materials that may need to be consulted but not necessarily required to be purchased are not included in materials fees and will be mentioned as an additional cost, should the student wish to purchase such materials. If text/library books are lost and need to be replaced, the student will be required to cover the cost of the replacement materials.
- Tuition fees include the issuance of one set of testamur and record of results and/or statement of attainment (in case of withdrawal or partial completion). For additional copies or re-issuing any of these documents, an additional fee is applicable. Refer Schedule of Charges.
- Non-Tuition Fee also includes fees apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task (VET students only), Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pick-ups; Direct debit setup; transaction and dishonour fees (where applicable); Credit card payment surcharges; stationaries like a pen, pin; uniform etc. These fees will be additional costs as outlined in the Schedule of Charges, if applicable.



### Payments

Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit. Credit card payments incur a surcharge per transaction.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Students will be communicated before 14 calendar days of a payment due date. For delays in payment, an additional fee may be charged as a late payment fee (consult the schedule of charges). Debts will be referred to a debt collection agency where fees are more than 40 days past due. Australian National Institute of Education reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

### Refunds

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced must apply to the Australian National Institute of Education in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

### Refunds Process

Refund applications must be made in writing to the Chief Executive Officer (through contact details of SSM). Refunds are expected to be paid from the college's end in AUD without any accrued interest within 28 working days (but not later than 90 calendar days of application, if any banking/technical reason make it delayed) of receipt of a written application and will include a statement explaining how the refund was calculated. The student has to provide their own bank account details or indicate the specified person in the designated section of this agreement to receive the refund.

Students may be charged a non-refundable application processing fee/enrolment fee, which is outlined in the fee section. This fee is non-refundable except in the unlikely situation where the Australian National Institute of Education is required to cancel a course for insufficient numbers, own inability to commence a course or for other unforeseen circumstances. In this case, students will receive a full refund of their application processing fee/enrolment fee.

### Course Fee Refund

#### Visa Refused

If an international student is refused a visa (student default) before commencing their course, ANIE will refund the total amount of all course fees (tuition and any non-tuition fees paid) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500. However, the Application Processing Fee will not be refunded.



If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due; there will be no refund.

### **100% refund of Course fees**

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of Australian National Institute of Education's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by the Australian National Institute of Education and this is not due to incorrect or incomplete information being provided by the student.

### **80% refund of course fees**

Where a student has not met the conditions included in the letter of offer and withdraws 0- 28 days before cause commencement, the course fees paid will be refunded less a 20% administration fee.

Withdrawal for any other reason notified in writing and received by the Australian National Institute of Education 28 Calendar days or more prior to class commencement.

If a student has supplied incorrect or incomplete information and, as a result, ANIE withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.

### **50% refund of course fees**

Withdrawal notified in writing and received by Australian National Institute of Education within less than 28 calendar days prior to class commencement

### **No refund of current semester course fees**

Withdrawals notified in writing and received by the Australian National Institute of Education on the commencement date or after the class commences of a unit, no refund of the course fee for that unit. In this case, if the student has also paid for units/clusters/modules that have not been commenced yet, the refund will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20%, less materials fees divided by the total number of units or clusters or modules in the course.

Also, where ANIE terminates the student's enrolment because of a failure to comply with ANIE's policies for misbehaviour or unsatisfactory course progress, there will be no refund.

In the unlikely event that the Australian National Institute of Education is unable to deliver your course in full, you will be offered a refund for the portion of the course you have not received training for. The refund will be paid to you within 28 working days of the day on which the course ceased being provided. If the Australian National Institute of Education is unable to provide a refund or place you in an alternative course, our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to the Australian National



Institute of Education. These are any tuition fees you have already paid that are directly related to the course/training which you haven't yet received. In the case of provider default, there is no requirement for a student to lodge a refund application form.

Education Services for Overseas Students (Calculation of Refund) Specification 2014 may be consulted for calculating the amount of refund for provider default or student default, if needed.

Fees not listed in the refund section are not refundable. Prior to student enrolment, tuition fees may be altered with or 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 according to the fee structure relevant at that time.

### Refund Process and Refund decisions

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by the Australian National Institute of Education to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment does not entitle the student to a refund.

### Schedule of Additional Charges (including Non-Tuition Fees)

<b>Changes in the CoE</b> <i>A fee is payable where changes are required in a previously issued Confirmation of Enrolment document.</i>	<b>\$50</b>
<b>Charge for Overdue Tuition Fee</b> <i>A late payment fine is charged if the student fails to pay the tuition fees on or before the due date.</i>	<b>\$100/per instance</b>
<b>Deferral / Suspension Fee</b> <i>A fee is payable when the student defers the start date of their course to a later date or applies for leave from studies (student-initiated suspension).</i>	<b>\$250/per instance</b>
<b>RPL (Recognition of Prior Learning) Fee</b> <i>A fee is payable when the student applies for the Recognition of Prior Learning assessment</i>	<b>\$300/RPL application</b> <b>\$200/per unit</b>
<b>Re-assessment Fee</b> <i>All course fees include up to three (3) attempts per assessment task within the scheduled due dates. Where a student exhausts their assessment options or fails to meet the due dates, re-assessment fine applies.</i>	<b>\$250/per instance</b>
<b>Interim Academic Transcript</b> <i>A fee is payable when the student applies for any interim academic transcript</i>	<b>\$20</b>
<b>Reference letter</b> <i>A fee is payable for any reference letter (e.g. to an employer) that a student requires.</i>	<b>\$10</b>



<b>Re-issuance of AQF Certification</b> <i>All course fees include the cost of the issuance of one copy of the AQF Certificates, i.e. Certificate, Transcript or Statement of Attainment. An additional fee applies for issuing any additional copy of those documents.</i>	<b>\$80/per document</b>
<b>Replacement of Student ID Card</b> <i>An ANIE student ID card is issued to each student during the orientation. A fee is payable if the student needs a replacement ID card in case of lost/damaged card.</i>	<b>\$10</b>
<b>Photocopy</b> <i>A student can top up their balance at the ANIE network to use the printers at the campus</i>	<b>\$.08/per page black &amp; white</b> <b>\$.6/per page colour</b>
<b>Loss of the Library books</b> <i>A fine (price of the book) is applicable if a student fails to return the book borrowed from the ANIE library</i>	<b>Replacement cost</b>
<b>Loss or Damage of the Course Materials/Equipment</b> <i>A fine (price of the material/equipment) is applicable if a student fails to return any borrowed course material or damage any training and assessment equipment/facilities.</i>	<b>Replacement cost</b>
<b>Airport pick up/ drop fee</b> <i>Pick up and drop off from the airport. Fees will reasonably determined based on the locations and distance of travel.</i>	<b>Available on request</b>
<b>Temporary accommodation</b> <i>Fees for organising temporary accommodation if necessary.</i>	<b>Available on request</b>

## Complaints and Appeals

### **Nature of Complaints and Appeals**

Australian National Institute of Education (ANIE) responds to all allegations involving the conduct of:

- Australian National Institute of Education (ANIE), its trainers and assessors and other staff.
- Any third-party providing Services on behalf of Australian National Institute of Education (ANIE) and including education agents.
- Any student or client of the Australian National Institute of Education (ANIE).

Complaints may be made in relation to any of the Australian National Institute of Education (ANIE)'s services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training/teaching and assessment provided
- training/teaching and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by the Australian National Institute of Education (ANIE) to be reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes/results



- other general decisions made by the Australian National Institute of Education (ANIE)

### ***Principles of Resolution***

Australian National Institute of Education (ANIE) is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, the Australian National Institute of Education (ANIE) ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Australian National Institute of Education (ANIE) will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

There are no charges for students to submit a complaint or appeal to the Australian National Institute of Education (ANIE) or to seek information or advice about doing so.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### ***Making a Complaint or Appeal***

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within seven (07) calendar days of the original decision being made.

Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to the Australian National Institute of Education (ANIE)'s administration office at Suite 11, 197 Prospect Highway, Seven Hills, NSW 2147 attention to the Director of Studies (DoS) or Chief Executive Officer (CEO).

When making a complaint or appeal, provide as much information as possible to enable the Australian National Institute of Education (ANIE) to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

### ***Timeframes for Resolution***

The complaint or appeal will be acknowledged in writing within 3 business days.

The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.





### *Resolution of Complaints and Appeals*

DoS and other members of the management and administration team of the Australian National Institute of Education (ANIE) will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third-party delivering Services on behalf of the ANIE is involved, they will also be included in the process of resolving the complaint or appeal.

Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

In the case of an assessment appeal, an assessor who is independent of the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

The enrolment status of the student will be handled as follows:

- For international students, the Australian National Institute of Education (ANIE) will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process, it will depend on the type of appeal as to whether the Australian National Institute of Education (ANIE) maintains the student's enrolment as follows:
  - If the appeal is against the Australian National Institute of Education (ANIE)'s decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Australian National Institute of Education (ANIE)'s decision to report.
  - If the appeal is against the Australian National Institute of Education (ANIE)'s decision to defer, suspend or cancel a student's enrolment due to misbehaviour, the Australian National Institute of Education (ANIE) will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

### *Independent Parties*

Australian National Institute of Education (ANIE) acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by the Australian National Institute of Education (ANIE).

- For domestic students, the independent party recommended by the Australian National Institute of Education (ANIE) is Resolutions Institute, Level 1 and 2, 13-15 Bridge Street, Sydney NSW 2000, [www.resolution.institute](http://www.resolution.institute). However, complainants and appellants are able to use their own external party at their own cost. Domestic students may also access the external complaint avenues indicated below free of charge.
- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the



internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.

- Australian National Institute of Education (ANIE) will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The DoS will ensure that any recommendations made are implemented within twenty (20) calendar days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation and any recommendations being actioned by the Australian National Institute of Education (ANIE).

### **External Complaint Avenues**

Complaints can also be made via the following avenues:

#### **National Training Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally.
- Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)

#### **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to the Australian National Institute of Education (ANIE)'s registering body, Australian Skills Quality Authority (ASQA). However, ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA uses information from all complaints as intelligence to inform regulatory activities and will generally refer students to another organisation for resolution of complaints. For more information, refer to the relevant webpage below before making a complaint to ASQA: <https://www.asqa.gov.au/complaints>

#### **The Overseas Student Ombudsman (OSO)**

International students may complain to the OSO if their complaint is in relation to the Australian National Institute of Education (ANIE):

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe or failing to provide services included your written agreement with the Australian National Institute of Education (ANIE).

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:



<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

### ***Records of complaints and appeals***

Australian National Institute of Education (ANIE) will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

### ***Legislation and You***

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

### ***Education Services for Overseas Students***

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

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

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

### ***National VET Regulator Act 2011***

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

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

### ***Standards of Registered Training Organisation 2015***

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the National Vocational Education and Training Regulator Act 2011 (NVR Act), which aims to:

- provide national consistency in the regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and



- ensure access to accurate information regarding the quality of VET.

### **National Code 2018**

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. The National Code 2018 commenced on 1 January 2018. Education providers must comply with the National Code to maintain their registration to provide education services to overseas students.

The National Code 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered, a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- establish and safeguard Australia's international reputation as a provider of high-quality education and training by:
  - ensuring that education and training for overseas students meet nationally consistent standards, and
  - ensuring the integrity of registered providers
- protect the interests of overseas students by:
  - ensuring that appropriate consumer protection mechanisms exist
  - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
  - providing nationally consistent standards for dealing with student complaints and appeals
- support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

### **The ESOS Framework**

The ANIE is committed to providing quality education and protecting your rights.

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

### **CRICOS**

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students must be registered on CRICOS.



Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.education.gov.au>

### **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS, education institutions notify DHA and the Department of Education, Skills and Employment (DESE) of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA and DESE of students who may have breached the terms of their student visa - for example, when the student has not been progressing in studies.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

### **Protection for Overseas Students**

Overseas students on a student visa must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, duration of the study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of the course money. A copy of the written agreement and proof of payments will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in a similar course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services.
  - Who the contact officer is for overseas students.
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How attendance will be monitored.
  - How to use the provider's complaints and appeals process.



- The student responsibilities include:
  - Satisfy the student visa condition.
  - Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
  - Meet the terms of the written agreement with the provider.
  - Inform the provider of any change of address.
  - Maintain satisfactory course progress.
  - Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

### **Workplace Health and Safety**

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

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with ANIE emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and washbasins clean and tidy, etc.).
- Worldwide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be careful of, you can check with a trainer or Director of Studies.
- In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use/dealing. If you have any questions or concerns about these things, please check with your Director of Studies.
- Electrical equipment: Within the training environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:
  - Electrical equipment that is not working should be reported to ANIE staff immediately.
  - Electrical work should only be performed by an appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
  - All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
  - The college can arrange tagging and testing for students. A fee may apply.



### **Fire safety**

ANIE will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. It is the user's responsibility to understand fire drill procedures displayed around the premises. Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

Provision for first aid facilities is available on the first floor of each campus located at reception. All accidents must be reported to ANIE staff. The accident and any first aid provided must be recorded by the staff involved.

### **Lifting**

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ANIE unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity. When lifting, always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Critical incident**

Critical incident means a traumatic event or the threat of such (within or outside Australia), which causes extreme stress, fear or injury to the student and affect the student's ability to undertake or complete a course. Critical incidents that may cause physical or psychological harm could include but are not limited to, events such as:

- Victim of severe verbal or psychological aggression
- Death, serious injury or any threat of these to the student
- Death or illness of a close family member
- Natural disaster in home country; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Please inform us immediately if you face any incident so that we can provide you with appropriate services.

### ***Harassment, Victimisation or Bullying***

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

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

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

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

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





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

### **Equal Opportunity**

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

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

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

### **Student Identifiers Act 2014**

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

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

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

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

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

### **Privacy Policy**

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

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information, e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information, e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:



- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under the law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty or for the protection of the public revenue.

ANIE's Privacy Policy can also be found in website [www.anie.edu.au](http://www.anie.edu.au).

### Privacy Notice

Under the Data Provision Requirements 2012, the Australian National Institute of Education (ANIE) is required to collect personal information about its students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Students' personal information (including the personal information contained in enrolment forms) may be used or disclosed by ANIE for statistical, administrative, regulatory and research purposes. ANIE may disclose students' personal information for these purposes to:

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

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

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

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

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



## SECTION 4: COMPLETION OF YOUR STUDY

### Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with certification within thirty (30) days. For VET students, this will include a Testamur and record of results that will show the units of competency achieved in the course and corresponding results.

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

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

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

### *Re-Issuing Statements and Qualifications*

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Schedule of Charges.



### VERSION CONTROL

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<b>Standards (SRTOs):</b>	SRT0 2015
<b>Standards (National Code):</b>	National Code 2018
<b>Legal Framework:</b>	ESOS Act 2000

### Summary of changes

Date	Changelog
26.04.2017	First Version V1.0 of International Student Handbook
28.06.2017	Revised Version V1.1 – Update details of National Code 2017
23.04.2018	Revised Version V1.2 – Update details of National Code 2018, IT qualifications proposed
04.02.2019	Version 1.3 – Update Diploma of IT code
12.07.2019	Version 1.4 – Hospitality Courses added, LLN Test added
23.07.2020	Version 1.5 – Minor updates to web links. Attendance monitoring policy updated
03.05.2021	Version 1.6 – All course codes updated, Management Courses added, various external weblinks updated, excerpts of ANIE policies and procedures are reorganised into relevant sections.

### Note

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