



Australian National Education Institute

Australian Education and Skills Development and
building International Understanding!

International Student Handbook 2020

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INTRODUCTION

This handbook provides an overview of the Institute for students.

For the purposes of this handbook any reference to 'Institute 'or 'the Institute' should be considered a reference to Australian National Education Institute (ANEI).

The Institute defines an International Student as someone who holds a current Australian Student visa.

ANEI is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver some of its courses to international students studying on a student visa.

HANDBOOK DISCLAIMER

This International Student Handbook contains information that is current at the date of publication. Changes in legislation, regulations or Institute circumstances after this date may impact on the accuracy or currency of the information included.

The Institute takes care to ensure that the information contained in this handbook is accurate but reserves the right to vary any information described in this publication without notice.

The handbook has been prepared as a resource for international students studying at the Institute. It is not designed to be definitive or complete on all topics.

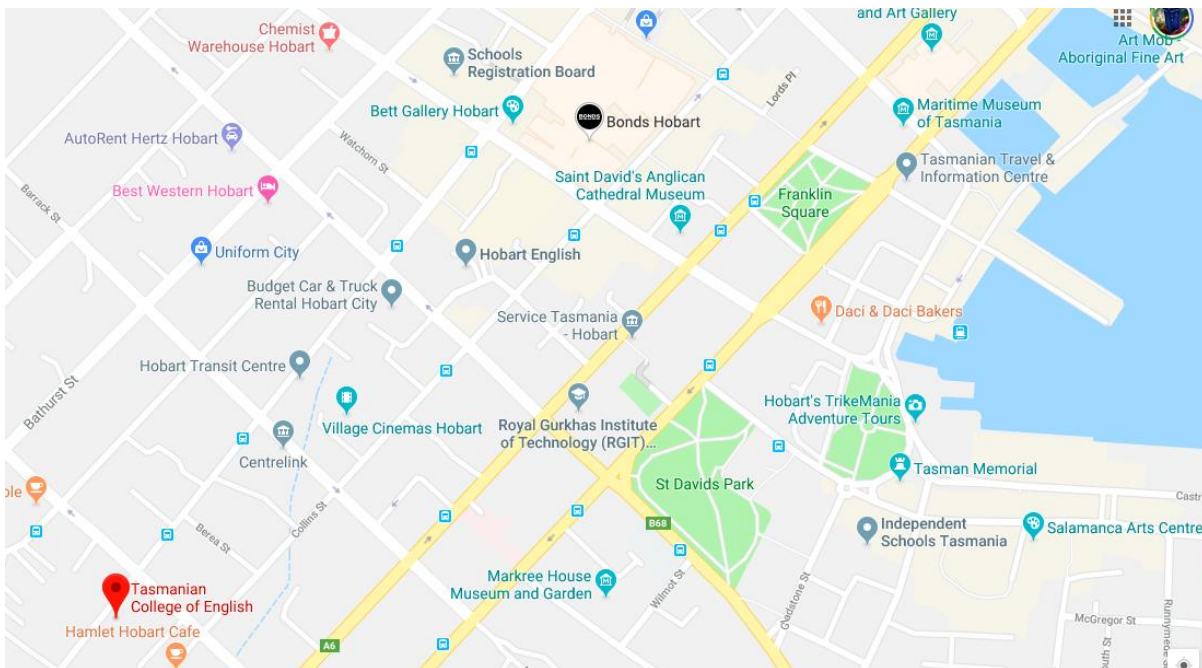
Information on courses offered by the Institute is provided within this handbook and should be read prior to enrolling in a course.

All students (prospective or current) need to read, understand and follow the policies and procedures available online.

THE CAMPUS

HOBART

The ANEI's Hobart campus is located at 322 Liverpool Street, Hobart TAS 7000. This beautiful setting is only minutes from the centre of Hobart!



PUBLIC HOLIDAYS

The Institute will be closed on all National Public Holidays: Australia Day; Good Friday; Easter Monday; and ANZAC Day. Classes will be held on all other days in accordance with your timetable.

Please refer to the published Institute calendar in the Student Portal of the QMS for further information.

STUDENT SERVICES

Student Services operates from the Student Services Desk in the Administration area. During hours of operation, students are invited to come to the desk with questions regarding:

- enrolments
- timetables
- forms and procedures
- booking a meeting
- any general enquiries

Students with academic or personal support needs should contact student services in the first instance. Student services will refer students to the Administration Manager who will, as appropriate, make an appointment for the student to see the Student Support Officer.

STUDENT SUPPORT OFFICER

The Student Support Officer is a valuable member of the Institute's staff whose role is to support and, where appropriate, advise students on different aspects of both academic and personal elements of student life. The Student Support Officer is trained to support you in a variety of areas, direct and coordinate access to additional academic support within the Institute and can also refer you to other off campus support agencies as needed.

Areas of support include:

- student support (provided in-house) through specific administration and trainer support access
- language, literacy and numeracy support (provided in-house)
- disability access support (provided in-house and/or outsourced referral)
- legal and financial management support (not advice) whilst studying (provided in-house and/or by outsourced referral)
- cultural support for students from overseas (provided in-house and/or outsourced referral)

International students are provided with local emergency contact details for contacts outside of hours at their orientation session after arrival in Australia.

Critical incident emergency contacts (000) and procedures are also restated in this handbook on **page 18** and **mental health crisis line (Lifeline 13 11 14)** on **page 17**

POLICIES AND PROCEDURES

The Institute must abide by the [Education Services for Overseas Students Act 2000 \(Cth\)](#) ('ESOS Act') and its associated legislative instruments when delivering courses to international students studying on a student visa:

- EducationServicesforOverseasStudentRegulations2001 (Cth).('ESOS Regulations')
- Education Services for Overseas Students (Registration Charges) Act 1997(Cth).
- Education Services for Overseas Students (TPS Levies) Act 2012(Cth).
- National Code 2018 (Cth). (National Code of Practice for Providers of Education and Training to Overseas Students 2018(Cth))

A link to the ESOS Framework is available at:

- <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

The Education Services for Overseas Students Regulations 2001 (Cth)('ESOS Regulations') support the implementation of the ESOS Act by setting out in detail requirements including:

- information that must be entered on the register about the education provider and each course by location
- student details that providers must include on the Provider Registration and International Students Management System (PRISMS), including information about tuition and non-tuition fees
- information about students that providers must give related to student visa conditions
- penalties and infringement notices
- Student records that a provider must keep.

The National Code 2018 provides nationally consistent standards for the conduct of education providers in Australia that deliver education to students on a student visa. The standards set out specifications and procedures that ensure the Institute can clearly understand and comply with its obligations under the National Code 2018.

INTERNATIONAL STUDENT POLICIES

All international students should be familiar with the policies and procedures that apply to them before they enrol. International student policies and procedures apply to all international students and clearly differentiate when certain sections only apply to a student studying on a student visa. Most of these policies relate to each other and should not be read in isolation; they link and refer to other relevant policies and procedures as appropriate.

International students on a student visa are asked to acknowledge that they have read the relevant policies and procedures when completing their enrolment application and accepting their written agreement.

All versions of all policies, procedures, forms and templates are available online through the web site and/or the QMS portal at

<http://australiannationaleducationinstitute.com.au/qms/mod/glossary/view.php?id=>

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ACADEMIC INTEGRITY

The Institute is committed to upholding standards of academic integrity and honesty. Plagiarism or cheating in any form are unacceptable and will be treated seriously by the Institute.

ATTENDANCE

The Institute encourages 100% attendance for all classes. Attendance rolls for international students studying on a student visa are kept on record and made available for inspection by regulatory bodies.

COMPLAINTS AND APPEALS

This policy sets out how international students can make a complaint or appeal a decision and recognises that effective communication is essential to resolving any concerns and this policy is fundamental in the resolution of complaints/grievances and in the reconciliation of claimants with the Institute.

The Institute considers it important to be made aware of all student complaints and appeals and aims to respond to complaints and appeals in a fair and equitable manner and to resolve the complaint to the satisfaction of all parties.

COURSE DURATION AND PROGRESS

Both the Institute, its employees and students have responsibilities for ensuring that the educational experience is positive and achieves the required outcomes.

The Institute does recognise that there may also be times when a student is at risk of academic failure through circumstances which may be beyond their control.

UNSATISFACTORY COURSE PROGRESS

An international student is deemed to have made unsatisfactory course progress if:

- The student fails more than 50% of subjects undertaken in any one semester
- The student fails a single subject or its equivalent, twice.

Students can expect to receive ready access to support services and intervention strategies for ensuring academic, professional and personal success.

COURSE PROGRESS WITHIN DURATION SHOWN ON CoE

International students studying in Australia on a **student visa** must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). The requirements for satisfactory course progress are highly monitored in line with ESOS requirements. The circumstances in which the Institute may extend the duration of a student's enrolment are highly regulated and set out in the National Code 2018 (Cth).

If a student is studying on a **student visa**, it is a condition of that visa that satisfactory course progress is maintained; **any proposed variation to a course structure must be authorised.**

ALL courses of the Institute are provided face to face.

CONSEQUENCES FOR FAILING TO ACHIEVE SATISFACTORY COURSE PROGRESS

Students studying on a student visa who are assessed as failing to achieve satisfactory course progress will be issued an *Intention to Report* letter which sets out that the Institute intends to report the student's unsatisfactory progress to the Department of Home Affairs (DHA) (Immigration). This is a requirement of the Education Services for Overseas Students Act 2000 (Cth) and the National Code 2018 (Cth).

The student has 20 working days to appeal against the Institute's intent to report, consistent with the Complaints and Appeals Policy – International.

The Institute must notify the DHA through PRISMS if a student has not achieved satisfactory course progress as soon as practicable, but no later than two (2) business days from the date when the outcome of the complaints and appeals process is known such as:

- The internal and external complaints processes have been completed and the decision or recommendation supports the Institute;or
- The student does not access the Institute 's complaints and appeals process within 20 working days;or
- The student chooses not to access the external complaints and appeals process;or
- The student withdraws from the appeals process (internal or external) and notifies the Institute inwriting.

If the outcome of the complaints and appeals process at any stage is in favour of the student, the student will not be reported through PRISMS.

If the student is reported through PRISMS for unsatisfactory course progress, the Institute will issue the student with a letter to inform the student that they have been reported to DHA for unsatisfactory course progress. DHA will then attempt to contact the student using the last address provided to the Institute registered on PRISMS. Students are also advised to contact DHA at this time to discuss any impact on their student visa.

If DHA is unable to contact the student, it may result in automatic cancellation of the student's visa. For this reason it is vital that students provide the most up to date contact details to the Institute at all times. These details will be updated by the Institute on PRISMS within two business days of notification of the change.

INTERVENTION STRATEGY: ADDITIONAL REQUIREMENTS FOR STUDENT VISA HOLDERS

The Institute has identified various strategies that may be employed to assist students to progress through a course consistent with the timeframe set out in their CoE.

Some of these strategies will be triggered by RTO policies and procedures but the student can also actively seek support from their trainer or from the Student Support Officer if they have concerns about their progress.

The Institute may extend the duration of a student's CoE as part of a documented *Intervention Strategy* to allow the student time to repeat necessary subjects or to vary the student's enrolment load. Any such changes must be recorded in PRISMS and documented on the student's file.

CREDIT TRANSFER

For students who are studying on an Australian **student visa**:

- If the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student's CoE;or
- If course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be reported recorded throughPRISMS.

EDUCATIONAL PATHWAYS

Subject to student application credit transfer and recognition of prior learning (RPL) at the Institute provideeducational pathways for advanced standing subject to them being substantiated. The relevant policies and procedures apply to all students.

- Credit Transfer
- Recognition of Prior Learning (RPL)

CREDIT TRANSFER (CT)

Students can apply for credit transfer if they have previously studied the same or similar subjects at another institution in Australia or overseas. The process for applying for course credit is set out in the credit transfer policy and procedure.

All credit transfer applications will be signed off by the relevant Institution nominee.

RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL if they have previously acquired knowledge or skills through non-formal or informal learning which meet all of the requirements for a subject within the course. The process for applying for RPL is set out in the RPL policy and procedure.

RPL is the assessment of skills or knowledge required for entry to, or advanced standing towards, an AQF qualification, where there are no formal qualifications as proof. RPL will be available only where it is suitable and appropriate to a specific award course and only where a student's previous non-formal or informal learning is current and is assessed as having met the skills and knowledge required for satisfactory completion of a unit/s of study, and or unit of competency within the relevant course.

Students can make RPL applications at enrolment or during their course. This process is individualised to reflect specific student needs / experiences. If evidence is supplied by the student is of previous study in a different name, students must supply certified copies of documentary evidence of change of name. Where evidence is in a language other than English, the applicant must provide a translation by an accredited translator.

If CT or RPL is granted to an International student studying on a Student Visa it may result in the shortening of a student's CoE.

If a student is studying on a **student visa**:

- And the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student's CoE;
- Or if course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be reported recorded through PRISMS.

ENGLISH PROFICIENCY

All courses at the Institute are delivered in the English language. It is essential that a student has language, literacy and numeracy (LLN) skills sufficient to successfully complete assessments at the relevant education level.

All international students must demonstrate that their current level of English language proficiency meets the Institute's minimum entry requirements.

If a prospective international student wishes to increase their English proficiency or does not meet the minimum English language requirements, the Institute can provide support regarding the recommended English language schools.

To meet the Institute's English proficiency requirements, international applicants must demonstrate evidence of achievement of IELTS or equivalent score as set out in the relevant course training and assessment strategy. Students must provide certified copies of documentation that show evidence that the appropriate level of IELTS or equivalent testing has been achieved or evidence of successful completion of previous qualifications as proof of English language ability. This information is kept on student files.

Students may be required to undertake an assessment of English language proficiency at their own cost.

English test results must be no more than 2 years old. After provision of scores above, if it is identified that a student's English language skills are not proficient, the student may be required to undertake a further test at the student's cost.

FEES

All International students studying at the Institute and enrolled within a subject or course are required to pay all fees for the relevant study period in accordance with their letter of offer.

Tuition fees do not cover compulsory international health insurance, however all relevant fees for these services must also be paid prior to study commencement.

Students will never be invoiced for more than one semester of study in advance and the Institute will not accept more than 50% of the full course tuition fees upfront.

Failure to meet the payment deadlines outlined in your letter of offer may result in late payment fees being applied to the student's account, suspension from the course until fees are paid or cancellation of the student's enrolment.

Failure to make payment may result in withdrawal from the enrolled program. Further information regarding this is set out in the international fees and refunds policy.

Course fees for International students studying on an Australian **Student Visa** are protected by the Tuition Protection Service under the ESOS Act.

A fair and reasonable international fees and refunds policy is provided to students prior to enrolment and is available on the website at

<http://australiannationaleducationinstitute.com.au/qms/mod/glossary/view.php?id=5>

PRIVACY

The Institute recognises the right to privacy of students. As an organisation, the Institute is committed to complying with the Information Privacy Principles as defined in the Privacy Act 1988 (Cth). In complying with this Act the Institute shall meet the minimum standards for the collection, use and disclosure of personal information. Academic records of students are ultimately the property of the Institute.

All information collected by the Institute is for the purpose of providing a high-quality service for all the Institute staff, students and clients. Only personal information necessary to adhere to legislative requirements or provide services or activities is collected.

The Privacy Amendment (Private Sector) Act 2000 (Cth) prevents the Institute from providing any student details to any person other than the student except as other legislation applies that overrides this. All

matters in relation to enrolment, results, fees or any other issue can only be discussed with the student or the person who paid their fees.

Information relating to international students studying on a **Student Visa** may be shared with the Department of Education and the Department of Home Affairs under National Code 2018 (Cth) requirements.

TRANSFER BETWEEN EDUCATION PROVIDER

Information applicable to all International students

This policy outlines the way in which transfer requests from international students studying on a **student visa** are assessed. It also sets out the circumstances in which the Institute will accept enrolments from international students currently studying in Australia (onshore enrolments).

STUDENT TRANSFER REQUESTS – TRANSFER FROM THE INSTITUTE

Students who wish to transfer to another provider after the first 6 months of their principal course of study has elapsed should follow the withdrawal from course process. An appointment will be made to counsel students looking to transfer.

The outcome of a request to transfer will be communicated to students in writing within 10 working days of completing the application process. The Institute will assess the student's request in accordance with the National Code 2018 (Cth).

The student should contact the Institute to confirm if a new student visa is needed and / or discuss how this change to enrolment will impact their student visa.

STUDENT TRANSFER REQUESTS – TRANSFER TO THE INSTITUTE

The Institute will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing 6 months of his or her principal course of study (the principal course is generally the final course or highest qualification of study where a student has been issued a visa for multiple courses of study) except where:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- the original registered provider has defaulted in the delivery of the course in which the student was enrolled
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- 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.

After completing 6 calendar months of the principal course, an international student can transfer without needing to meet one of these conditions.

Proof of any of the above circumstances will be kept on the incoming student's file for at least two (2) years after the student ceases to be an accepted student at the Institute.

REFUND POLICY AND PROCEDURE - INTERNATIONAL

For all information on refunds please see enrolment application and international refund policy and procedure documents. These documents are available on the website.

Note: 'Tuition fees' refers to the cost of tuition only and does not cover enrolment, administration or material fees, or compulsory international health insurance. These are non-refundable.

SUBJECT WITHDRAWAL

Students wishing to change their enrolment (drop or add subjects) must contact student administration to discuss and action any proposed changes so as to fully understand the implications on study load in relation to student visa conditions and course progression. Cancellation fees will not be charged for approved subject changes.

International students studying on a student visa must remain enrolled in a full-time mode at all times.

STUDENT DEFAULT

An international student or intending overseas student defaults, in relation to a course at a location, if:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student does not meet the conditional course requirements unless an exemption applies; or
- The Institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
- The student failed to pay an amount they were liable to pay the Institute, directly or indirectly, in order to undertake the course;
- The student breached a condition of his or her student visa;
- Misconduct by the student (refer to the Academic Integrity Policy, the Student Code of Conduct and the Student Misconduct Policy).

Students who wish to appeal any decision made concerning refunds, can do so under the Institute's Complaints and appeals policy and procedures. The refunds policy and the availability of the complaints and appeals procedures for international students do not affect the rights of a student to take action under Australian Consumer Law if the Australian Consumer Law applies.

REMISSION OF FINANCIAL LIABILITY DUE TO SPECIAL CIRCUMSTANCES

The policy applies to cases whereby a student, for reasons beyond their control, is seeking to withdraw without penalty due to an inability to continue with their studies; that is:

- circumstances under which a student may seek **remission of debt or refund of fees**
- under special consideration; or
- Other circumstances (such as compassionate or compelling circumstances) where the application of an Institute policy requires consideration of special circumstances.

The guidelines for applying for consideration of special circumstances are as follows: medical reasons, family/personal reasons, employment related reasons, and course related reasons.

Sufficient documentation must accompany each application as stipulated in the policy.

You can make your request in writing using the form available through administration. This application will be reviewed with a decision made by the CEO.

STUDENT CODE OF CONDUCT

The student code of conduct aims to foster the Institute's values and encourage active engagement between the Institute and the student body within the contexts of professional practice, teaching and learning, research and the life of the Institute community.

The student code of conduct outlines the expected behaviours of students at the Institute while studying. All students when enrolling at the Institute agree to abide by the student code of conduct.

DEFER, SUSPEND OR CANCEL

This policy applies to student misconduct and should be read in conjunction with the student code of conduct, which describes the Institute's expectations of a student's behaviour.

Outcomes of a finding of confirmed student misconduct could include suspension for up to 12 months, conditions on enrolment or exclusion from the Institute.

STUDENT RECORDS

Under the Privacy Act 1988 (Cth) an individual has the right to access their personal information unless prohibited by law. If requested, the Institute will provide individuals access to and correction of their personal information held by the Institute at no charge.

REQUESTING A COPY OF YOUR FILE

You may request to access, and if necessary correct, your personal information held by the Institute at no charge. If you wish to receive a copy of your personal information held by the Institute you need to lodge a written request using the Access to records form.

REQUESTING ACADEMIC DOCUMENTATION

Students can request a copy of their academic documentation to be provided to them at any stage during their time at the Institute.

Students are entitled to **one free copy** of their complete academic transcript and their qualification and/or statement of attainment.

Previous students and current students requesting their academic documentation must apply in writing, noting that fees apply as per the international student fees and refunds policy available on the institute's website.

ENROLMENT AND STUDENT SUPPORT

If accepted into a course, the student is enrolled into a block timetable where possible as requested by the applicant. When the requested block is full, the applicant will be asked to make another available choice.

Students must satisfy all entry requirements as well as any pre-requisite and co-requisite requirements for subjects in which they are enrolling.

Once students are admitted into a scheduled block they will be expected to attend at that time.

PROGRESS AND COMPLETION

In order to undertake a course a student must correctly enrol in that course. The student's progression through to graduation will then be dependent upon successful completion of ALL required course blocks.

In order to qualify for graduation and the qualification, a student must successfully complete all requirements as per the specific qualification requirements.

CONCURRENT ENROLMENT

An international student may not enrol concurrently in more than one course of study leading to a qualification, whether at the Institute or at any other institution.

ORIENTATION

All students are invited to attend an orientation program before commencing their studies with the Institute. Generally, orientation is conducted as a group before the start of the study program. Orientation may be held on an individual basis at other times, if the need arises.

The Orientation Sessions include but are not limited to the following:

- Allowing new students to socialise together
- Presenting the Institute's values and code of conduct
- Welcoming students to the campus including a comprehensive campus tour
- Introducing the relevant policies and procedures
- Providing fire and emergency information and exits
- Explaining access to QMS Portal system
- Support services available to students
- External English language programs
- Study assistance at the Institute
- Complaints and appeals processes
- Student visa conditions relating to course progress and attendance
- Extra support available in special circumstances
- Employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

STUDYING ON CAMPUS

Courses are offered in blocks to enable students to be accepted on a rolling intake unless otherwise specified. Check with the institute directly for starting dates and times. The student calendar is provided in the QMS and contains details of the study periods, public holidays, and other key dates for the year.

ACADEMIC CONSULTATION

The Institute will provide all students with access to academic consultation noting it is the responsibility of the student to seek academic assistance.

OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC for the duration of the visa is mandatory for student visa holders. You must provide proof of this arrangement to the Institute and this will be kept on your student file.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.

WHAT TO DO IF YOU ARE SICK?

Choose a doctor (a General Practitioner or 'GP') from the list of medical facilities found locally online and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait a day or so before you can see a doctor.

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears and so forth. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication.

If you have had, or need to take time off, studies you will need to get a 'medical certificate' from the doctor to provide to the Institute. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests such as blood tests, x-rays, or to see a specialist doctor.

If you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain another opinion from another doctor.

PUBLIC HOSPITAL WAITING TIMES

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a doctor, be prepared to wait a long time.

It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to.

It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change, and that it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

PHARMACIES

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address.

You are able to walk in off the street to any pharmacy or chemist in Australia and should only have to wait a short while for your prescription medicine to be prepared.

STUDENT ASSISTANCE PROGRAM

The Institute recognises its obligations in supporting students, and therefore strives to create a learning environment that promotes best practice, enabling students to excel at and achieve their study goals. A number of external services also exist including the ones below.

LIFELINE-CRISIS SUPPORT

Lifeline's 13 11 14 telephone service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for.

They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

POISONS INFORMATION LINE 13 11 26

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings.

The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australiawide Poisons Information Centres have a common telephone number: 13 1126.

MEDICAL EMERGENCIES

If a person is seriously injured or ill, call an ambulance immediately on 000. Be ready to provide the following details:

- Service required - Ambulance
- your name
- location
- number of people involved and
- details of the medical emergency including if the individual is conscious and breathing.

Contact an Institute staff member who will escort or direct the Ambulance/Medical Personnel to the site of the emergency and arrange for First Aid to be provided in the interim.

HEALTH AND SAFETY OBLIGATIONS

The Institute's health and safety management system has been developed in line with legislative requirements. The policies and procedures that form part of this system, provide general and, in some

cases, specific guidelines to assist all stakeholders to meet their workplace health and safety obligations under the applicable Work Health and Safety legislation.

In accordance with state health and safety legislation, all staff and students at the Institute have health and safety responsibilities. Each student must take reasonable care of their own health and safety and the health and safety of others by:

- Taking action to avoid, eliminate or minimize hazards of which they are aware
- Complying with all health and safety instructions, policies and procedures of the Institute
- Making proper use of all safety devices and personal protection equipment
- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- Not wilfully placing at risk the health and safety of any other person
- Seeking information or advice where necessary before undertaking new or unfamiliar work
- Only consuming or storing food and drink in areas designated for this purpose
- Being familiar with emergency and evacuation procedures
- Reporting all incidents, hazards and 'near miss' incidents to the Administration Manager.

As a student you must take reasonable care of your own health and safety!

CRITICAL INCIDENT POLICY AND PROCEDURE

Emergencies can occur at any time and can arise from a number of causes including fire, medical emergencies, chemical spills, gas leaks, and physical threats. The first priority in any emergency situation is the safety of all people who may be in danger.

In the event of a fire or emergency situation requiring evacuation of a campus, the following procedure is to be adhered to:

- The person first sighting the emergency/fire should alert all others in the immediate area
- Telephone 000 and request the appropriate emergency service - fire, police or ambulance
- Clearly state the address and the specific level where the emergency is located
- The designated 'fire warden' or senior management staff member must be notified immediately after the emergency service call is made
- Any attempt to extinguish the fire or deal with the emergency should only be made if it can be done without undue risk or danger
- In the event of an evacuation, all staff and students must calmly proceed out of the building to their designated evacuation point. Walk, do not run
- No staff or student is to leave the evacuation point until told to do so by a designated fire warden or nominated key staff member
- Under no circumstances must any staff or student attempt to return to the building until the emergency is over and you have been told it is safe to do so
- Designated fire wardens/key staff members must ensure that all students and visitors that they are accountable for, are present at the evacuation point – and report any issues back to the Chief Building Warden

The Emergency Service personnel have authority once called to a site, and all students, staff, contractors and visitors **must** follow any instructions issued by them.

The key to successful emergency response is being prepared. To ensure that you are prepared, discuss your campus local emergency procedures with your Lecturers. Make sure that you are familiar with:

- The alarm tones in your building/s

- The closest emergency exits
- The evacuation point for your campus
- Local emergency personnel – wardens and/or nominated First Aid Officers
- Any specific emergency procedures that relate to your study areas (e.g. chemical spills, emergency machinery shutdown).

WHO TO CALL IN AN EMERGENCY

If you need to report an emergency at any time in Australia dial 000 from any phone for fire, police or ambulance services.

It is wise to think ahead with the most important information which will help them to respond. Where you are (note street names and the closest intersection); what has happened and to whom; what their condition is.

The operator may then ask you to stay on the phone until the Emergency Services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

DRUG, ALCOHOL AND SMOKE FREE ENVIRONMENT

In recognition that the consumption of alcohol or drugs, or other substance abuse, by workers and students may impair their ability to perform tasks correctly and/or in a safe manner, the Institute has adopted a zero tolerance approach towards performing certain duties whilst under the influence of such substances.

No students are to attend the Institute campus whilst under the influence of alcohol or other non-prescription drugs.

The Institute maintains a smoke free workplace. Regardless of potentially lesser state legislative restrictions on required distance from a building entry, the Institute has adopted a policy that **smoking and electronic cigarettes are not permitted within 5 metres of any entrance to the Institute premises.**

LIVING IN AUSTRALIA

International students wanting to study in Australia require a student visa. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. Students can also submit an application with the assistance of an accredited agent with familiarity and experience in the field. A list of agents that the Institute uses is available online.

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE), and any other documentation required by the Australian diplomatic post 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.

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

DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT)

The website <https://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx> provides a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

MIGRATION AGENTS

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Completing the course within the duration specified in the CoE
- Maintaining satisfactory academic progress
- Maintaining satisfactory attendance
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remaining with the principal education provider for 6 calendar months, unless released from the provider to attend another institution
- Notifying your education provider of your Australian address and any subsequent changes of address or contact details within seven (7) days of the change taking place
- Restrictions on working in Australia.

For a full list of mandatory and discretionary student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

WORKING IN AUSTRALIA

Applicants granted student visas will usually automatically receive permission to work with their visa grant. Most student visa holders don't normally need to apply separately in Australia for permission to work. **This information is a general guide only.** It is the student's responsibility to be aware of visa conditions in relation to working in Australia and to abide by these conditions.

WORKING WHILE STUDYING ON A STUDENT VISA

You are not permitted to start work until you have commenced your course of study. You can work a maximum of 40 hours per fortnight during the study period.

For a full list of mandatory and discretionary student visa conditions please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

FINDING WORK

The job market in Australia is highly competitive and you will be joining the general Australian population in your search for employment. You should not rely on income from employment when budgeting to pay for living expenses.

There are many different ways to find a job in Australia including:

- Newspapers
- www.seek.com.au

- www.careerone.com.au

TAXES

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much money you earn.

GETTING A TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system.

When you start work, your employer will ask you to complete a Tax File Number Declaration Form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

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

TAXATION RETURNS

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days into your nominated bank account.

- Lodge online using e-tax at www.ato.gov.au.
- For a registered tax agent visit www.tabd.gov.au.
- Tax returns are lodged at the end of the Australian tax year, which runs from 1 July to 30 June and ends on the 30 June each year.

SUPERANNUATION

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

To check your eligibility to claim your superannuation and to apply for your payment, visit <https://www.ato.gov.au/Super>. You will need to provide the details of your superannuation fund to your employer, otherwise your employer will create a new superannuation fund for you, which may not be best suited to you and your financial requirements.

LEGAL SERVICES IN AUSTRALIA

THE NATIONAL LIAISON COMMITTEE FOR INTERNATIONAL STUDENTS

National Liaison Committee for International Students, more widely known as NLC, is the national peak body for all International Students in Australia. Further information is available online at <http://www.nlc.student.org.au/>

OBEYING THE LAW

One of the reasons for the wonderful lifestyle in Australia is due to its representative democracy, the separation of powers, and our respect for the rule of law. There are a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay.

You can find a comprehensive outline of Australian law and the legal system at

<https://www.ag.gov.au/LegalSystem/Pages/default.aspx>

MOBILE PHONES

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see:

- www.telstra.com
- www.optus.com.au
- www.vodafone.com.au
- www.virginmobile.com.au
- www.dodo.com.au
- www.boost.com.au

COST OF LIVING

As at January 2019, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- Estimated 12-month living costs:
 - for students or guardians – AUD\$20,209
 - for partners coming with you – AUD\$7,100
 - for a child coming with you – AUD \$3,040

The figures above are indicative only and costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures. Visit

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

BUDGETING

Once you've settled in, it is recommended you work out a budget covering costs including clothing, food, accommodation, transport and entertainment. Travel costs and childcare, if applicable, should also be taken into account.

SHOPPING

Australia's major town centres and capital cities have world-class shopping facilities. Hours are generally 9.00am to 5.00pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

COMPULSORY SCHOOLING FOR SCHOOL AGED DEPENDANTS

If you would like to bring your children to Australia with you, you must be aware that School - age dependants of international students studying on a student visa **must** undertake formal schooling while they are in Australia.

You will need to provisionally enrol your child in a school **before** you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

CHILD CARE

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

Many schools offer before and afterschool care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

ARRANGING ACCOMMODATION

The cost of accommodation in Australia varies from state to state and the cost of renting accommodation while studying can be high. Many International students choose to share accommodation to keep costs down.

Most international students choose to rent a home with friends or find people to share with, through websites. It is important to stay safe when searching for accommodation or people to share with online.

SECURITY DEPOSITS/BOND

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. The bond is usually set at four weeks rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the property. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the bond/security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves. **Ensure you receive a receipt for any money paid to a landlord and do not pay any deposit/bond amounts without first inspecting a property.**

SIGNING A LEASE

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party.

This is a **binding legal document** that commits the student to a specific period of residency in the unit or dwelling.

INSPECTION OF PROPERTY

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy.

You should note on this document anything you notice during the inspection that is not already listed and keep a copy that has been signed by both of you.

Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself (you are entitled to) as a means of ensuring fair treatment for all parties involved.

RESTRICTIONS

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements.

Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

CONTACT DETAILS

For more information or clarification on anything in this document please contact us by:

- Phone: 1800 329 080
- Email: admin@anei.edu.au