

Australian Educare College

STUDENT HANDBOOK

Contents

Introduction	4
Welcome to Australian Educare College (registration pending)	4
Purpose of Student Handbook	4
Student orientation/induction and acknowledgement	4
Where to find student information	5
Changes to handbook	5
Student enquiries	5
Out of Hours Emergency Contact	5
Common words and acronyms used	5
Your Australian Educare College	6
Australian Educare College Programs	6
Maximising Student Learning Outcomes	6
Provision Of Quality Training	6
Your Campus	6
Student Training Options	7
How you can use our Staff Structure	7
Student Protection	8
Australian Educare College Compliance and Student Service Standards	8
Student Protection Through Legislation	8
Protection of Student Fees Paid in Advance	9
The Tuition Protection Service (TPS)	10
Student protection and WH&S	10
Student Protection through Complaints and Appeals	10
Student Protection through Cancellation and Refund	11
Student Requirements	11
Supervised and Self Study	11
Required Participation in the USI Scheme	12
Maintaining current Student Contact Details	12
Maintaining Satisfactory Attendance	12
Maintaining Satisfactory Academic Course Progress	13
Study period for calculation of course progress	13
Unsatisfactory Course Progress	13
Reporting point:	14
Satisfactory Course Progress	14
Satisfactory attendance	14
Unsatisfactory attendance	14
Intervention Strategy	14
Transfer, Suspension, Cancellation and deferment of study	15
Maintaining Enrolment Terms and Conditions	16
Working	16

Overseas Student Health Cover	17
Younger Students	17
Overseas Students with underage and school age dependents:	17
Participating in Continuous Quality Improvement: Student Feedback	17
STUDENT SUPPORT SERVICES	17
Meeting Student Needs: Student Support Services	17
Educational Student Support	18
Non-Educational Student Support	18
Commonwealth Ombudsman - Overseas Students – Non-Academic EDR support	19
EXTERNAL STUDENT SUPPORT SERVICES	20
Critical Incident	21
Exiting Australian Educare College	22
Issuance of AQF Certification Documentation	22
Accurate and Available Student Records	22
Training and Assessment Systems	23
Recognition of Qualifications Recognition of Prior Learning and Credit Transfer	23
Transition to Training Packages	23
Privacy and the Release of Student Information	24
Living and Working in Australia	24
Living in Australia	24
Prices are subject to change and are provided here for indicative purposes only.	27
Australian Health Information	27
End of Document	28
Note: Please sign the next page of student declaration and submit to Australian Educare College	28
Student Declaration	29

INTRODUCTION

Welcome to Australian Educare College Pty Ltd (AEC) (registration pending)

AEC is a Registered Training Organisation, under CRICOS and issues nationally accredited qualifications in a range of courses in Business Administration and Management areas.

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

Our staff are fully qualified and have a wide range of experience in Australian Vocational Training and Education industry to support you in your study.

Purpose of Student Handbook

The purpose of the Student Handbook is to provide you with information to assist you in resolving any questions that you may have during the course of your study with AEC. In addition, you will also find information on our courses, training options, campus and student support services standards.

Whilst the handbook provides you with information relating to your student visa requirements – this information is **not** provided as immigration advice and you must, for all visa related issues, obtain professional advice including referring your inquiries to the Department of Home Affairs (DoHA).

Please refer to this handbook to support you in your study.

Language, Literacy and Numeracy (LLN)

LLN skills may be reviewed during student Orientation before commencement of the course. As part of assessment of the student's application for enrolment, student must take an online LLN test (a link sent by AEC via email to applicant in response to enrolment application to take the online test (paid by AEC) for an assessment of five core skills of learning, reading, writing and oral communication (ACSF) at the time of enrolment. The results of the online LLN test will be used to assess suitability of the applicant for the course and at the same time the results also help AEC to determine if the learner requires any LLN support during the study.

Student orientation/induction and acknowledgement

All registered students will be provided with an orientation/induction process prior to the commencement of training by the Student Support Services Officer and may be assisted by an AEC staff member like Administration Manager or a Trainer/Assessor. While your orientation programme will be organised and delivered by AEC Student Support Service Officer (SSSO) by going through PowerPoint slides, informal discussions and Question and Answer sessions, your induction to your class will be done by your class trainer/assessor. I

During this orientation/induction AEC policies and procedures will be discussed and AEC representative will answer any of your questions and a **Starter Pack** (Folder) will be handed out to students, which will include the following:

- Student's Handbook
- Class Schedule /class timetable
- Factsheet - Complaints and External Dispute Resolution (*for general knowledge only*)
- Academic Complaint and Appeal Form
- Non Academic Complaint and Appeal Form
- Fee Refund Form
- Course Deferral Form

- Change of Contact Details Form
- Critical Incident Report Form

Where to find student information

Student information about AEC, courses and systems (policies and procedures, forms) can be accessed by either:

- contacting AEC Administration Office directly by email: AECSydney1@gmail.com
Phone: +61 434543696
In person from the Reception desk of AEC
- On our website: www.XXXXXX.nsw.edu.au (registration pending)
- This handbook
- Enrolment Form
- Letter of Offer and Acceptance, Written Student Agreement

Student Information regarding the Australian Vocational Education and Training Framework, rights and obligations of AEC towards you as a student and yourself as a student to AEC can be found in all of the information sources as listed above plus:

- www.asqa.gov.au
- www.australia.gov.au
- <https://cricos.education.gov.au/>

Student information regarding your visa, immigration, CRICOS, reporting requirements or the impacts of any changes to your individual circumstance must be found through government or professional sources including:

- www.studyinaustralia.gov.au
- www.australia.gov.au
- <https://www.homeaffairs.gov.au/>

Changes to handbook

The Student Handbook is reviewed at the end of each calendar year. However, if changes occur that impact you, AEC will inform you via a written notice. You will always find the latest version of the Student Handbook by contacting AEC Administration Office and visiting our website: www.XXXXXXX.nsw.edu.au (registration pending)

Student enquiries

At any time during your course, should you have any questions about AEC, your studies, progress, special needs or changing circumstances, training programs, complaints or appeals or would like more information on our policies and procedures, please contact Student Support Services Officer (SSSO) who will be happy to assist you.

Out of Hours Emergency Contact

In the event that a student experiences an emergency e.g. accident, incident, critical incident that requires the student to contact AEC staff outside of working hours, students are required to use the following number:

Administration Coordinator	Waqar Fraz
----------------------------	------------

Address:	263 King Street, Mascot, NSW 2020
Phone:	+61 434543696

Common words and acronyms used

ASQA: Australian Skills Quality Authority

CT: Credit Transfer

AQF: Australian Qualifications Framework

RPL: Recognised Prior Learning

RTO: Registered Training Organisation

VET: Vocational Education and Training

DoHA : Australian Department of Home Affairs

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

YOUR AEC

AEC Programs

As a Registered Training Organisation, AEC offers a range of accredited AQF industry and professional training courses. AEC courses are suitable for those who either aspire to enter employment at the end of the course or who wish to formalise or advance their qualifications to progress their careers through Recognition of Prior Learning (RPL) or wish to further their education and move onto higher learning. The full AEC CRICOS course scope can be accessed at: www.training.gov.au

Maximising Student Learning Outcomes

AEC maintains a learning environment that is based on the principles of Access & Equity, Anti-discrimination/prejudice and non-harassment. AEC also designs programs using flexible delivery and assessment modes. In this way, no student is disadvantaged in their opportunity to maximise their learning outcomes.

To further maximise student learning outcomes, AEC believes in Academic Integrity that ensures that students do not undertake practices that will limit their learning, such as plagiarism, copying and handing in other students' work.

Provision Of Quality Training

As a Registered Training Organisation, AEC is fully dedicated to ensuring that strategies are in place to provide quality training and assessment (products and services) across all of its operations.

Staff, facilities, equipment, training and assessment materials meet the quality assurance requirements of the Training Package, Australian Qualifications Framework, 2015 Standards for Registered Training Organisations 2015, regulatory, licencing and industry requirements.

All student information about AEC quality training systems can be accessed by either the:

- AEC directly
- or
- Through government websites (www.training.gov.au) and (www.ASQA.gov.au)

Your Campus

AEC delivers and assesses from a campus at 263 King Street, Mascot NSW 2020 Australia that has been designed to provide all of the facilities, equipment and resources required to undertake training programs. The entire campus should be viewed by learners as simulating a workplace.

Student Training Options

As an international student (on a student visa) you are required to attend 20 Hrs per week face –to-face training and assessment activities on AEC premises. AEC offers training designed to meet learners' training needs including:

- Face-to-face classroom-based courses
- Training schedule – in shifts
- Allocated classrooms
- Allocated trainers/assessors
- Allocated equipment and resources

AEC runs face-to-face classes offered as shifts. Our average class size varies from course to course. Simulated work conditions, business references, internet search facilities, communications, administration functions are available for each student to use during training. Our campus also has kitchen, toilet and emergency exit facilities and signage.

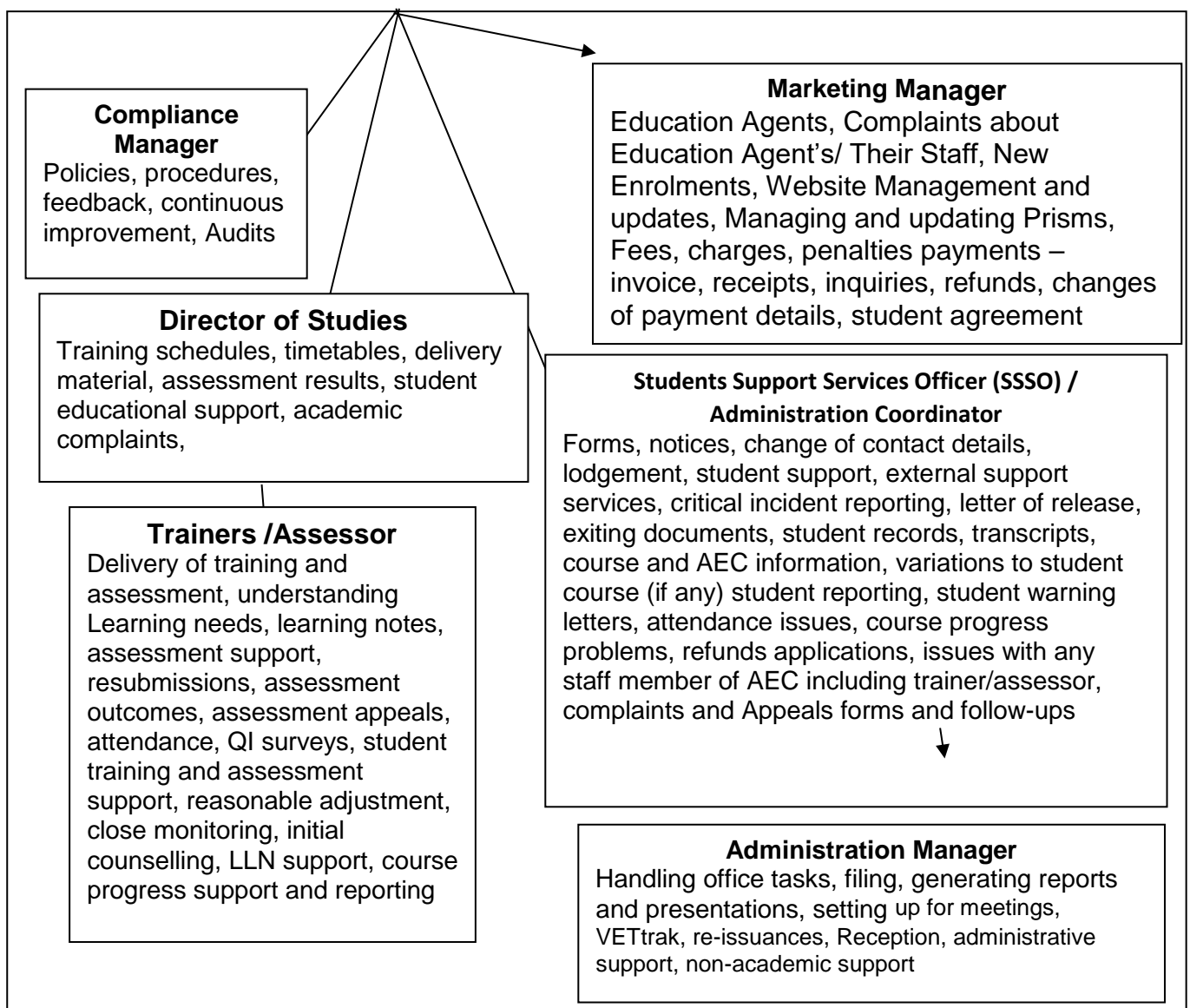
How you can use our Staff Structure

AEC has an organisational structure which is headed by Operations Manager. Each staff position has specific duties and responsibilities. Students should contact SSSO as the first contact person for all support during their study with AEC

Operations Manager

Complaints, Appeals, Internal Dispute Resolution, External Dispute Resolution, Cancellations, Refunds, Deferment, Suspension, Transfers,

Critical Incident Team
Operations Manager
Administration manager
Student Support Services Officer



AEC Compliance and Student Service Standards

AEC, through the implementation and continuous improvement of policies and procedures, aims to provide quality assured training products and services to students at all times.

We are committed to developing, monitoring and reporting on our service standards in areas of importance to all AEC stakeholders (students, staff, management, and industry and government authorities).

The student service and compliance benchmarks and points for continuous improvement of all AEC systems, products and services are contained in.

- Standards for RTOs 2015
- www.asqa.gov.au/standards
- ESOS Framework (ESOS Act and Regulations, National Code)
- National Code 2018
- National Code Explanatory Guide - Part D
- ESOS Framework

These standards also provide the benchmark for our service standards as the minimum level of performance you can expect when dealing with us.

STUDENT PROTECTION

Student Protection Through Legislation

For your protection as a student, AEC maintains governance arrangements across all of its operations, within its scope of operation. AEC Operations Manager ensures that AEC complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF) as well as all CRICOS and ESOS Framework requirements.

There is a range of legislation and regulations that affects your participation in Vocational Education and Training as a student, as an international student and as a consumer under Australian Consumer Law.

State & Commonwealth Legislation: (current as at 2020) includes:

- Work, Health and Safety Act 2011 NSW
- Racial and Religious Tolerance Act 2001
- Equal Opportunity Act 2010
- Racial Discrimination Act (Commonwealth) 1975
- Sex Discrimination Act (Commonwealth) 2013
- Human Rights and Equal Opportunity Commissions Act (Commonwealth) 1986

- Disability Discrimination Act (Commonwealth) 1992
- Age Discrimination Act (Commonwealth) 2004
- Disability Standards for Education (Commonwealth) 2005
- Australian Privacy Principles (Commonwealth) APPs by OAIC
- Privacy (Private Sector) Regulations (Commonwealth) 2001
- Australian Consumer Law
- ESOS Framework
- Education Services for Overseas Students Act (the ESOS Act) 2019 the ESOS Act; ESOS Regulations; National Code 2018

As this legislation is continually being updated, students are required to access the most current versions. You may view and download these Acts at the [Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.

You may also access the Standards for RTOs 2015 that govern AEC at: www.asqa.gov.au

Any change to your study situation or ceasing study before completion of your course may affect your visa. Please contact Australian Department of Home Affairs and visit www.homeaffairs.gov.au for assistance.

Protection of Student Fees Paid in Advance

AEC makes provision to safeguard students' fees/funds, as all course fee payments are made in advance of the product and service being provided and used.

AEC course fee payment schedule includes an enrolment registration fee (non refundable) + 1st tuition fee (as a first instalment of the course fee) followed by a series of scheduled fee instalments throughout the period of study. The details of all instalments are provided to you before enrolment in our Letter of Offer and Acceptance -Written Student Agreement

To protect all student fees paid in advance AEC:

1. Under the Standards for RTOs 2015 and National Code 2018 does not, regardless of the total course fees payable to AEC, require a payment of over \$1500 per payment either prior to the course start date or for any subsequent fee payment.
2. Under the TPS rules, AEC will not collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less.
3. After you start your course, AEC will not require you to pay any remaining tuition fees until two weeks before your next payment instalment as instalment plan provided in our Letter of Offer and Acceptance -Written Student Agreement

Information about AEC course fees is detailed on the Enrolment Application Form that you used for enrolment with AEC. Comprehensive information on payment due dates & amounts, late payment fee and other conditions of enrolment are provided in Letter of Offer and Acceptance – Student Written Agreement. Students need to accept the offer by signing the last page of the offer as an evidence of acceptance and retain one copy of the offer with copies of all payments to AEC.

Note that if at any time this policy changes, AEC will notify all students as soon as practically possible and enact a strategy designed to protect these fees. The approved list of strategies can be found as Schedule 6, Appendix 2 of the Standards for RTOs 2015 at www.asqa.gov.au.

In the unlikely event that AEC can no longer provide the training services that you registered for you are also protected through the TPS.

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

You may access student information regarding the TPS at www.tps.gov.au

For more information regarding the TPS and the protection of your student fees or to lodge a complaint or seek assistance visit the Overseas Student Ombudsman website <https://www.ombudsman.gov.au/> or call 1300 362 072 to find out more about your rights and responsibilities as an international student in Australia.

Student protection and WH&S

AEC executes its duty of care to all stakeholders (including visitors, contractors, students and temporary staff) in the provision of a Work Health and Safety - safe working environment. This duty of care extends to the provision of WH&S feedback and warning mechanisms and periodic audits. You are required, as part of your Duty of Care, to practice safe conduct whilst on premises and when using equipment and to report any hazards, accidents or incidence when on AEC premises. For further information about WH&S requirements, refer to Administration Office.

Face to face students wishing to notify AEC of WH&S hazards or to report accidents or incidents on AEC premises can:

- Contact SSSO immediately who is available full time on campus
- Alternatively contact Administration Manager / Reception Directly
- Report the accident or incident immediately to the first available AEC staff member
- Ask for and Use the Accident/Incident Report form

COVID-19 WHS Management Plan

All AEC operations must respond to current and post COVID-19 conditions as an important part of its WHS management system. A Plan has been developed and under implementation to address the prevention, controlling COVID-19 spread and reporting of infection during its all business operations. The Plan to address:

- COVID-19 infection prevention, controlling and reporting related to enrolment of On-shore students till opening of Australian international borders for international students
- COVID-19 infection prevention, controlling and reporting related to enrolment of Off-shore students, coming to Australian from overseas on Australian Student visa after opening up Australian international borders

- COVID-19 support services (for current and post conditions) for all enrolled students and staff members working from AEC campus or working from home
- Development of COVID-19 infection prevention, control and reporting policy, procedures and responsibilities
- Identification of, in general, and in particular COVID-19 infection related risks and hazards at work associated with classroom training and assessment activities, work activities of administration and other staff members working on campus or from home during and post COVID-19 conditions
- Implementation of infection prevention measures related to identification, controlling the spread and reporting of COVID-19 infection for each staff level specially trainers/assessors and student support services staff level
- Using AEC resources and equipment according to AEC COVID-19 infection prevention, control and reporting policy, procedures and manufacturer specifications

Each staff maintains their own work area according to AEC COVID-19 infection prevention, control and reporting policy and procedures and responds actively to any non-compliance developing during the daily work activities. Each staff to know the reporting procedure of the COVID-19 infection of self and others (during or after work hours)

- AEC management provides all relevant resources (sanitisers, masks, sanitisers stands, gloves, waste bags etc) to staff required in identification, control and reporting of COVID 19 infection.
- Staff to maintain and store the COVID-19 prevention controlling resources according to AEC and manufacturer specifications
- Disposal of waste and confinement of contaminated resources/equipment according to AEC policy and procedures
- Critical incident reporting and Critical Incident Committee to be COVID-19 sensitive during COVID-19 conditions and update the staff on current NSW state and Australian Federal Government and ASQA instructions & guidelines on COVID-19 conditions.
- COVID-19 signage (including information and instructions for students and staff) throughout AEC campus building including reception, offices, Student Noticeboard, all classrooms, kitchen, toilets to be displayed, discussed and updated regularly.

Student Protection through Complaints and Appeals

AEC recognises that students are paying consumers of AEC products and services and hence must have their consumer rights protected at all times.

This includes complaints and appeals involving the:

- AEC trainers, assessors and staff
- Any third-party providing services on behalf of AEC
- Another learner or client of AEC

To protect students AEC implements a written, transparent and fair Complaints and Appeals Policy and Procedure that ensures students complaints and appeals are addressed effectively and efficiently.

At no time does the existence and implementation of complaint and appeal policy (or any) AEC policy removes the right of a student to seek independent legal advice and does not affect the rights of the student to take action under the Australia's Consumer Law if the Australia's Consumer Law applies

A student needs to decide the appropriate action to take:

- Take no action-
 - informal complaint
 - Make comments or suggestions
- Make a formal written complaint
- Make an appeal if not satisfied with the outcome of the complaint
- Use the Internal Complaints and Appeals mechanism
- Use the External Complaints and Appeals mechanism
- Involve their own independent support or legal representation at any time

Recent changes to the ESOS Act make externally provided protections for international students even stronger. Additionally, an Overseas Students Ombudsman was established in 2011 to assist overseas students who have a complaint about a private provider.

The Overseas Students Ombudsman can be contacted via: <https://www.ombudsman.gov.au/> or call 1300 362 072 to find out more about your rights and responsibilities as an international student studying in Australia. This is a free of charge service for all international students in Australia.

Student Protection through Cancellation and Refund

AEC provides a Cancellation and Refund policy and procedure which acts as a refund guideline for all potential and currently enrolled students. All requests for refunds must be made *in writing* to SSSO and must be accompanied by relevant supporting documentation. Each refund application will be considered on a case basis and AEC will respond to all applications in writing within a prescribed time frame.

Information regarding the AEC Cancellation and Refund policy and procedure can be found on our enrolment form, Letter of Offer, or by contacting SSSO or/and from the Reception/Administration Office.

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

You may access student information regarding the TPS at www.tps.gov.au

STUDENT REQUIREMENTS

Supervised and Self Study

It is a requirement of Enrolment and of your student visa that you maintain your studies at all times with the goal of obtaining your training outcome as identified on your Confirmation of Enrolment document (COE). This includes supporting your supervised training e.g. classroom-based learning with self-study – which will be supported by AEC. It is the combination of required classroom training plus supported self-study that makes up the total volume of training time required for a student to successfully complete the course.

Required Participation in the USI Scheme

All students, including international students, studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow you online access to your training records and results (transcript) through your online USI account.

- A USI is required for all students undertaking nationally recognised Vocational Education and Training (VET) courses to receive your statement of attainment or qualification.
- The USI will be available online and at no cost to you.
- This USI will stay with you for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.
- You can access your USI accounts online or request the Administration Office to provide assistance to you to get USI for yourself.

As a student of AEC, you are required to participate in the Unique Student Identifier (USI) Scheme as enabled by the Student identifiers Act 2014. By obtaining your USI will allow you to access a single online record of your VET achievements, which also allows reliable confirmation of these achievements by employers and other RTOs.

To participate in the USI scheme you are required to provide (or create a new) your verified USI to AEC at the time of your enrolment with AEC.

Maintaining current Student Contact Details

It is very important that AEC as your training provider has your correct contact details and you are encouraged to update these whenever they change, however these must be updated at least every six months.

The details required are a current:

- residential/mailling address
- mobile phone number
- email address (if you have one)

Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TPS or any other government department.

NOTE: It is your responsibility to keep your contact details up to date with AEC within seven (07) working days of a change.

Maintaining Satisfactory Attendance

It is a condition of holding a student visa in Australia and a condition of remaining a registered student with AEC that international students maintain a satisfactory average course attendance at all times.

It is mandatory that you attend your training at the designated AEC campus throughout the course duration – maintaining attendance between 100%-80% average attendance with satisfactory academic course progress at all times.

Your attendance will be taken daily for each scheduled training session.

Your trainer/assessor will record if you have attended:

1. arrived on time
2. arrived late i.e. within the first half of the session
3. left at the end of the class time
4. left early i.e. at any other time before end of class time after your arrival

Arrival and departure on time will result in full attendance being recorded- whilst arrival or departure early will result in an automatic 50% reduction in time recorded.

AEC will implement an early intervention system and issue Attendance Warning letters and an Intention to Report Notice prior to reporting a student to DoHA.

This will result in the following being issued by the SSSO Office:

- Attendance Warning Letter 1: at 90% attendance
- Attendance Warning Letter 2: at 80% attendance
- Unsatisfactory Attendance Reporting Letter and Intention to Report Notice: under 80%

These letters will warn of the imminent reporting and possible loss of student visa if the lack of attendance is not satisfactorily explained and ceases.

Note:

- Non-attendance for 5 or more consecutive days without approval will also result in the issuance of warning letters and an Intention to Report Notice prior to reporting a student
- A student whose attendance falls between 80% - 70% but maintains satisfactory course progress throughout this period may not be reported following an appeal to AEC
- Students may access AEC Complaints and Appeals system with respect to notices to report. However, students must access within 20 days of receiving the notice or AEC will report.

Maintaining Satisfactory Academic Course Progress

Students on a student visa are required to maintain satisfactory academic course progress at all times. Where **satisfactory academic course progress** is defined as:

A student, at their current rate of academic course progress, will be able to achieve their academic goal within their course duration– as stipulated in their COE including study breaks.

STUDY PERIOD FOR CALCULATION OF COURSE PROGRESS

A Study Period defined in the context of monitoring student course progress is the total time duration to complete consecutive delivery of training/assessment of two (02) units of competency per course. A Study Period in terms of weeks may vary from one course to another course.

UNSATISFACTORY COURSE PROGRESS is where a student is:

- ◆ Is judged as Not Competent Yet (NYC) in 50% of units included in the course load at the end of a study period
- ◆ Is identified by a trainer/assessor as requiring intervention
- ◆ Has an attendance pattern that is placing the student at risk of not achieving satisfactory course progress
- ◆ Has been absent for 5 consecutive study days or more without prior approval
- ◆ Does not participate in the course as per the course schedule or attendance requirements without prior approval.

REPORTING POINT: Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being sent with the intention to report a letter with access to the Appeal process.

SATISFACTORY COURSE PROGRESS is where students do not fall into the categories identified above.

SATISFACTORY ATTENDANCE is defined as where a student attends at least 80% of the scheduled course contact hours. In some instances, a student may not be reported if the attendance falls below 80%. This is where the student's attendance is at least 70% and they are maintaining satisfactory academic performance.

UNSATISFACTORY ATTENDANCE is where the student does not or cannot meet attendance requirements as specified above.

INTERVENTION STRATEGY may include one or more of the following interventions:

- ◆ Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- ◆ Advising students of opportunities for reassessment; and
- ◆ Advising students of assistance such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where AEC is unable to address the identified learning or academic issues:

- being placed in a suitable alternative subject within a course or a suitable alternative course;
- or
- a combination of the above and a reduction in course load.

The following students will receive Not Yet Competent (NYC) result:

Students not submitting assessments

Students submitting assessments outside of the required time

Students submitting sub-standard assessments

Students caught cheating / plagiarising

This might be able to be reversed if the student successfully appeals for a resubmission.

NYC results are not satisfactory academic results and will contribute to the student not achieving satisfactory course progress.

AEC will implement an early intervention process to warn and counsel students who are *at risk* of not achieving satisfactory course progress before a point of Unsatisfactory course progress is reached. This will result in the following being issued by Administration Office:

course progress Warning Letter 1: At the point when a student is deemed not yet competent in 50% of the requirements in any mandatory study period, the Student Administration Manager will issue a First Academic Warning Letter – alerting the students to the ‘at risk of unsatisfactory course progress’ threat and inviting the student to attend a meeting with DOS.

course progress Warning Letter 2: When the Administration Manager has assessed the student as not achieving satisfactory course progress after issuance of Warning Letter 1, the Administration Manager will issue a Second and Final Warning Letter with an Intention to Report Notice. This notifies the student in writing of AEC Intention to Report the student for not achieving satisfactory course progress, and the only option left to the student which is to access AEC Complaints and Appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so

NOTE: Both in the cases of reporting for unsatisfactory attendance and course progress the student is expected to continue to attend and continue the study programme.

Transfer, Suspension, Cancellation and deferment of study

Type of Change	Information on what to do
Student Initiated	
Course Transfer/ Withdrawal	Students on a student visa are not permitted to transfer within the first 6 months of their primary course of study. If however exceptional or compassionate circumstances arise and make a transfer necessary students are required to complete a Notice of Course Withdrawal and submit with verified supporting evidence. If AEC accepts the evidence and

	<p>grants the transfer, AEC will issue the student with a Letter of Release, all exiting documents and report the cessation of Enrolment to DoHA,</p> <p>Similarly, students holding a student visa who wish to transfer into AEC within the first 6 months of their primary course will need to provide a Letter of Release from the last Provider.</p>
Course Deferral and Suspension	<p>AEC will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.</p> <p>AEC management understands the requirement of a student visa holder to maintain their visa conditions as recorded on their COE and that any variation to these conditions, (i.e. where the student's enrolment is deferred, temporarily suspended or cancelled.) whether initiated by the student or AEC, is required to be reported by AEC to DoHA via PRISMS (as required under section 19 of the ESOS Act). Students are required to complete a Course Deferral form and submit with verified supporting evidence related to the reason for deferral.</p>
Course Withdrawal	<p>If you wish to withdraw from your course, you must submit a Withdrawal Form to the Administration Office stating your reasons for wishing to withdraw. Withdrawal requests will be considered when a student's tuition fee payments are up to date and on a case by case basis. Once your request for withdrawal has been approved, you may no longer attend any part of your course.</p>
Type of Change AEC Initiated	<p>AEC may for various reasons cancel a student Enrolment (Academic misconduct / Non Academic misconduct). In other unlikely case of AEC cancellation or be unable to continue a course, AEC will refund all student unused tuition fees received and assist the student to find appropriate enrolment in another CRICOS listed Registered Training Organisation.</p>

For further information about course changes, refer to the Administration Office.

NOTE: In the case of rejection of application, the student has the right to access AEC Internal Dispute Resolution (IDR) and Appeals system. An External Dispute Resolution & Appeal process exists in case IDR fails to satisfy the student. Student's access to IDR and EDR does not affect student's rights under Australian Consumer Law.

Maintaining Enrolment Terms and Conditions

As identified and explained in your Enrolment Application Form and Letter of Offer-Student Written Agreement you are obligated to also comply with all AEC terms and conditions of Enrolment.

This includes:

1. Maintaining currency of all fee and charges payments as per your payment schedule
2. Maintaining all personal behaviour so to promote a safe and secure learning environment for all students and staff
3. Maintaining your academic integrity and not copying, cheating or plagiarising your work
4. Not engaging in any illegal activities whilst on or off AEC facilities.

Breaches such as those listed above may result in AEC cancelling your Enrolment and reporting you to DoHA which may impact on your student visa.

Working

International students in Australia on a valid student visa can work for up to 20 hours per week or 40 hours per fortnight while training is in session, and there is no limit on the number of hours an international student can work during scheduled AEC course breaks. Although overseas students are allowed to arrive in Australia up to 90 days before their course begins, students are not allowed to begin working until after their courses have begun.

The 20-hour-per-week limit does not extend to any work the student is required to undertake as a component of his or her studies or training. Volunteer and unpaid work, however, does count towards the 20 hours. If an international student works more than the Australian restrictions allow, his or her visa may be cancelled.

Overseas Student Health Cover

International students in Australia on a valid student visa are required to maintain their Overseas Student Health Cover at all times.

Younger Students

Entry requirements for all AEC courses have a minimum 18 years or more age limit. Students under 18 years of age are not offered enrolment.

Overseas Students with underage and school age dependents:

Overseas Students with dependent children and school aged children are required to register these children for schooling when in Australia and provide for their welfare and protection as per Australian and state legislation.

Participating in Continuous Quality Improvement: Student Feedback

As a component of AEC Quality Assurance strategies AEC encourages and seeks feedback from students. This feedback may be:

1. Unstructured/unscheduled or ad-hoc, feedback provided at any time through communication with any staff member or in writing by completing a Student Feedback Form available at Student Administration/Reception.
2. Structured/scheduled student feedback through the completion of AEC Student Feedback Form requested at the end of training program or/and when the student exits AEC.

As AEC compliance requirements, AEC is obligated to also distribute a Learner Questionnaire to all students upon exit and requests that the student takes the time to provide a much-appreciated response.

For further information about Student Feedback, survey forms and student suggestions, refer to the Administration Office.

This feedback is analysed and entered in the Continuous Improvement Register. Students will receive information/notices as updates from time to time regarding all matters.

STUDENT SUPPORT SERVICES

Meeting Student Needs: Student Support Services

AEC has developed and implemented written policies and procedures to ensure that you receive training, assessment and welfare support services during your entire study period that meet your individual learning needs.

You are asked at the time of completing your enrolment form to identify any special learning needs you may have (if applicable) and to notify the Administration Office if these needs change.

As far as possible and within AEC capacity, AEC will provide the support you need to successfully complete your training.

During your course, AEC will ensure that your needs are met by actioning any feedback through structured surveys and/or student's suggestions or comments.

The responsibility for all of the following functions lies with the Student Support Services Officer in collaboration with other AEC staff and team members:

1. provide access to that support throughout their training
 - Ensure that resources, equipment, specialist staff that are required for all student support services is available at all training locations
 - Ensure that all forms and templates are available and in circulation
 - Assist students who require support to complete forms and access help
 - Ensure that all services are made available
 - Follow up student
2. contribute to the college planning and decision-making by offering a strategic overview to the necessary student support requirement for all students.
 - identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners would need to complete each course
 - Develop, implement and manage strategies to make support available where gaps are identified.
 - Implement continuous improvement for student support services

Educational Student Support

AEC management acknowledges that to maximise the chance of learners successfully completing their training AEC needs to:

- identify the educational support learners need
- provide access to that support throughout their training

this includes the facilities, equipment and resources required to operate as AEC and deliver quality driven training that meets the requirements of the course as stipulated by the training package.

Academic support includes:

- Detailed and referenced courseware
- Availability of trainers/assessors to assist with learning issues
- Reasonable Adjustments in delivery and assessment to meet individual student learning needs
- For student at Risk due to unsatisfactory course progress or unsatisfactory attendance- start of Early Intervention Strategy (explained above)
- Language, Literacy and Numeracy support

Non-Educational Student Support

As a student you might require many educational and perhaps non educational services to support you to achieve competency.

Where **Non educational support services** may include, but are not limited to:

- a) mediation services or referrals to these services;
- b) counselling services or referrals to these services;
- housing, crisis, personal, medical, legal, financial
- religious/spiritual, lifestyle, family, rape, abuse
- c) Fee refunds (if applicable)
- d) Complaint and Appeal process (IDR and EDR)
- e) Critical Incident Reporting

Commonwealth Ombudsman - Overseas Students – Non-Academic EDR support

For all AEC students if IDR does not satisfy the students to resolve the dispute, for all non-academic matters Commonwealth Ombudsman - Overseas Students support will be available. The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers like AEC in Australia. The support is available to future, current or former overseas students. The service is free to students and there is no charge for making a complaint. The complaint might be about:

- refusing admission to a 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

OSO does not provide support for complaints like:

- complaints about the quality of education provider
- the qualifications and experience of your trainers/assessors
- the quality of the training/assessment of the course
- the learning resources provided by the college
- the building, classroom and amount of space available
- issues about the relocation of your college

For further information please contact OSO

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Phone: 9am to 5pm Monday to Friday (Sydney time)

In Australia, call: **1300 362 072** (calls from mobile phones at mobile phone rates). Outside Australia, call **+61 2 6276 0111**.

You can make a complaint in your language. Call the Translating and Interpreting Service (TIS) in Australia on **131 450**.

Outside Australia call **+61 3 9268 8332**. OSO will pay for the interpreter.

As a Registered Training Organisation, AEC appreciates the requirement to assist students to access non-educational student support services when it is needed. In such an event, whilst SSSO and Administration Manager will assist students to access support services, it is recommended that the student may also access the following community support service providers:

EXTERNAL STUDENT SUPPORT SERVICES

NOTE:

- Changes in services may have occurred since the date of handbook publication
- Some support services may charge for their use. Please ask the service for any cost.

MEDICAL AND EMERGENCY CARE

For all emergencies;

Police, Ambulance, Fire Brigade - Phone (free call): 000

LANGUAGE, LITERACY AND NUMERACY

Reading and Writing Hotline - Phone (free call): 1300 655 506

<https://www.readingwritinghotline.edu.au/>

LEGAL AID

Legal Aid NSW: <http://www.legalaid.nsw.gov.au/>

LawAccess NSW is a free government telephone service that provides ... 1300 888 529

- help people to resolve their legal problems as soon as possible
- make it easier for people to get legal help especially if they belong to a disadvantaged group
- help people find alternatives to going to court
- Give a high-quality legal service.

HOMELESS ADVISORY SERVICE

Telephone Homeless Support Services

NEW SOUTH WALES

Link2Home homelessness service

Phone: 1800 152 152

Link2home is **available 24 hours a day, 7 days a week**, every day of the year

DOMESTIC VIOLENCE LINE

Phone: 1800 656 463 (free call)

TTY: 1800 671 442

<https://www.facs.nsw.gov.au/domestic-violence>

24 hours 7 days a week

NSW SEXUAL ASSAULT

Victims Access Line - 1800 633 063

Business hours: 9am to 5pm, Monday to Friday (excluding public holidays)

https://www.victimsservices.justice.nsw.gov.au/Pages/vss/VS_contactus.aspx

National Legal Advisory Service for the Disability Royal Commission

Call us on 1800 771 800 between 9.15am and 5.15pm (AEDT).

For more information about the Disability Royal Commission:

Call: 1800 517 199

Visit: disability.royalcommission.gov.au.

FOOD / MATERIAL ASSISTANCE AGENCIES

AGENCY	PHONE	HOURS & ADDRESS	WEBSITE ADDRESS
ANGLICARE	1300 111 278 02-9895-8000	Anglicare Head Office Level 2, 62 Norwest Blvd, Norwest, NSW 2153 Hours: Monday – Friday, 9AM – 5PM	https://www.anglicare.org.au/contact-us/
SALVATION ARMY	13 SALVOS (13 72 58).	9am-5pm AEST Monday to Friday (except public holidays).	https://www.salvationarmy.org.au/
NEW SOUTH WALES (Financial Help)	Credit and Debt Hotline: 1800 808 488 Salvation Army Moneycare:	9.30am to 4.30pm Mon - Fri	http://www.cclcnsw.org.au http://www.salvos.org.au/need-help/financial-troubles/

	02-6247 3635		
ST VINCENT DE PAUL	2C West St Lewisham NSW 2049 02- 9568-0262 13 18 12	9am to 5pm Mon- Fri	https://www.vinnies.org.au/

Critical Incident

Critical Incident policy and procedure has been developed to document the AEC practices that comply with "Standard 6 – Student Support Services" of the "National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students".

In recognition of Standard 6 AEC develops and implements this documented critical incident procedure that specifies action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

The procedure recognizes that in most cases international students do not have close family available to care and provide support to them in Australia.

AEC recognizes that it is imperative that critical incidents are responded to in a:

- systematic, empathetic and timely way with any critical incident involving an international student,
- that timely and regular information is relayed to families abroad,
- that ongoing support is provided to a student in need,
- and comprehensive records are maintained.

In compliance with the ESOS legislations, Australia Educare College recognizes that the critical incidents covered in this procedure may occur at the:

Teaching locations

- during hours
- after hours

and may be the result of:

- Off-shore incidents e.g. natural disasters.
- On-shore incident e.g. accident, death

May include:

missing students; severe verbal or psychological aggression; death, serious injury or any threat of these; natural disaster; issues such as domestic violence, physical, sexual or other abuse; and other non-life threatening events.

In the event of a critical incident, the Critical Incident Committee (Operations Manager, Administration Manager, Student Support Services) will implement a policy and procedure designed to minimise impact and protect and counsel students

EXITING AEC

Issuance of AQF Certification Documentation

AEC issues to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies AEC by its national provider number from the National Register; includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

All student information about AEC Qualifications and resulting awards is available at Administration Office.

AEC will issue:

Exiting Documentation: when your Enrolment with AEC is finished, AEC will issue exiting documentation including Testamur (Qualifications and Statement Of Attainment), Final Transcripts and any other licensing or exiting documents which the student needs for employment, license applications or other purposes.

Interim Documentation: during your training AEC will issue, upon application by the student, interim documentation including Intermediate Transcript, Statement of Attendance or any other documents which the student needs for work, license applications or other purposes.

AEC charges a fee for the issuance of interim documentation or the replacement of exiting documents. All Non-Tuition Fees are displayed at the Reception and can be accessed by contacting Administration Office. All AEC documents are issued with unique codes and watermarks (as security measures to avoid fraud) and recorded, copied and registered at AEC for reference and future use.

All certification will be issued within 30 days of the final assessment or the date of course exit provided that all fees have been paid. All student academic documentation will be maintained in both manual and electronic format and kept on premises whilst the student is training and then for a maximum period of 6 months after the student exits AEC for ease of referral. After that all academic records will be maintained for a maximum of 30 years in archived offsite secure storage.

ACCURATE AND AVAILABLE STUDENT RECORDS

AEC record management system ensures you have timely access to current and accurate records of your participation in our courses. AEC also ensures the retention and retrieval of your records of attainment of units of competency and qualifications for a period of 30 years.

For further information about Student Records, refer to Administration Office.

All requests for records e.g. interim and final transcripts, Certificates and Statements of Attainment, attendance records, changes to student contact details, are to be made by submitting written request to Administration Office.

TRAINING AND ASSESSMENT SYSTEMS

Where AEC has entered into a collaboration or partnership with another organisation for the delivery and/or assessment of courses, AEC will implement a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework and issue a notice to all students detailing the division of responsibilities between organisations and how the student can access the support they need.

Information on AEC Training and Assessment standards and strategies can be found by asking Administration Office.

RECOGNITION OF QUALIFICATIONS RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

AEC recognises the AQF and VET qualifications and Statements of Attainment issued by any other RTOs. This service is provided to students through the Recognition of Prior Learning (RPL) and Credit Transfer (CT) process.

AEC recognises that students will have acquired vocational skills from a variety of different sources including formal training, work experience, life experience, other training etc. and that these skills are valid, irrespective of how they were acquired.

Hence AEC provides all registering students the opportunity to have their prior learning recognised through a formal RPL and CT process at the time enrolment with AEC. All students must apply for RPL and CT at Enrolment and as a result RPL candidates will have AEC RPL Candidate Kit sent to them and AEC Assessor will contact them to discuss the RPL process and guide them through it.

CT Candidates are required to complete the CT Application at the time of their enrolment and submit the Application with all required verified copies of supporting evidence.

AEC will issue a written RPL and CT outcome letter to all applicants.

Note that AEC does not charge for CT but there is a charge for RPL.

Any Unit of Competency for which the student obtains CT or RPL will not need to be assessed again. The total course duration and course fees may not be reduced and are subject to case by case conditions. Any reduction in course duration, might affect student visa duration and students should obtain qualified and professional student visa advice before proceeding.

TRANSITION TO TRAINING PACKAGES

To ensure that you are only training in current courses, AEC manages the transition from superseded training packages within 12 months of their publication on the National Register. AEC will issue written notifications to you detailing the training package changes, impacts on you and the options that are available to you.

Information regarding transition to training packages is provided by AEC can be found on AEC website or at www.training.gov.au

PRIVACY AND THE RELEASE OF STUDENT INFORMATION

AEC maintains your personal and academic information for the purposes of Enrolment, to monitor course progress and as evidence to support the issuance of qualifications. AEC maintains these records for the legislated period to enable retrieval of records as required. Unless previous written consent is provided by the client, AEC will not release your information to a third party other than a designated authority.

It's important you keep all your details up-to-date. To make any changes to your details, please do this directly at Student Administration. Any changes to your name or personal and contact must be done by completing the student Change of Contact Details Form within 7 working days of the change.

For further information regarding AEC policy and procedure regarding privacy and the release of student information please refer to Student Administration.

Legislation covering 'Privacy and the Release of Student Information' can be accessed through:

[Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.

www.asqa.gov.au/.../standards-for-registered-training-organisations

LIVING AND WORKING IN AUSTRALIA

Living in Australia

Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, parliamentary democracy, equality of men and women and a spirit of egalitarianism that embraces mutual respect, tolerance, fair play and compassion for those in need and pursuit of the public good. Australian society values equality of opportunity for individuals, regardless of their race, religion or ethnic background.

Australian Statistics:

Size: 4025km east to west, 3220 north to south

Area: 7,686,884 square km

Population: over 22 million

Language: English, but nearly 25% speak another language at home

Approximate driving times:

Sydney to Brisbane 11 hours

Sydney to Melbourne: 11 hours

Sydney to Cairns: 30 hours

Sydney to Adelaide: 18 hours

Sydney to Perth: 35 hours

Melbourne to Adelaide: 9 hours

Safety Tips:

Australia is known as a relatively safe and friendly country; however, you should still use common sense during your stay.

- Lock your house or car when you leave
- Keep your valuables safe
- Stay in a group when out after dark
- Use a hat and sunscreen when outdoors, especially in summer
- Swim between the red and yellow flags on patrolled beaches
- Check with local people and use caution when swimming in unpatrolled water

Public Transport and Taxis

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before your journey for bus, train, tram and ferry travel. For more information about the transport system in Sydney, visit www.sydneytransport.net.au.

There are various points around the city to purchase a transport ticket, such as train stations, 7-Eleven stores and newsagents.

Taxis: There are usually taxi stands near main streets, railway stations and international hotels. A taxi is available for hire when the 'TAXI' sign on top of the taxi is lit. UBER service is also available in Sydney if you do not like to use a taxi service.

Shopping

The main retail and department stores are open from 9.00am to 5.30pm Monday to Friday. There is late night shopping on Thursday nights to about 9pm depending on the location. On Saturday, stores are open from 9.00am to 5.00pm. On Sunday, the main department stores and some smaller retail outlets are open until about 4.00pm. Check with the stores for other special opening times.

Food

Australia is a multicultural society and most food from around the world is readily available. You will find that there are many speciality stores where specific ingredients can be purchased. The main supermarkets are Coles, Woolworths and IGA. You can also shop online at Coles and Woolworths. Please refer to shop.coles.com.au

Business Hours

Most business hours in Australia are 9.00am till 5.00pm from Monday to Friday only.

Telephone: For information about the Australian phone system check the phone book. The front of the phone book is a useful reference including emergency services, public transport and government departments.

Local calls in Australia: Local calls from a public, business or private phone to another private or business phone are un-timed. Calls made from a standard fixed phone service to a mobile are charged at varying rates.

Long distance calls in Australia: You pay per minute according to distance of call. You may need to dial an area code then the local number.

Overseas calls: You pay per minute and the amount varies according to the country you are calling.

To make an overseas call, follow these steps: **dial 0011**. Followed by

- dial the country code you want to call
- dial the area code of the city/town
- dial the number

For example: To call a number in Tokyo, you would dial 0011-81-3-1234 5678. To find the country code, look in the back of the phone book.

Mobile phones:

You can purchase mobile phones and SIM cards from the post office, Optus, Telstra, JB Hi-Fi and other mobile stores.

Driving: An international driver's licence is valid in Australia. Students can convert their current Driver's Licence by taking a test. It is important to understand the Australian road rules and traffic signs before you begin to drive. For more information about driving in Australia, visit the Roads and Maritime website or phone the RMS contact centre on **13 22 13** for advice.

For more information visit: <https://www.service.nsw.gov.au/contact-us>

Key Road Guidelines:

- Vehicles are driven on the left-hand side of the road.
- Seat belts must be worn at all times by all people in the vehicle.
- Speed limits are enforced.
- Driving with blood alcohol content of 0.05% or above is against the law.
- Provisional drivers ("P" plates must display at all times on the front of the car & the rear when driving) hold a probationary licence. They must not drive unless they have 0.0% blood alcohol level.
- Check your alcohol content % and driving speed limit as a Learner.

If you have a driver's licence and plan to use a car, motorbike or scooter, you may wish to join the roadside assistance group NRMA in New South Wales. They provide free 24-hour emergency service for members, car insurance and for a fee they will inspect and report on a second-hand vehicle before you purchase.

Working while studying:

For International Students on a student visa, you are able to work 20 hours per week and fulltime during holiday periods. There are no work rights for students studying on tourist visas. Students like to work as an opportunity to practise their English, gain workplace experience and make friends.

Banking & Currency:

Banking Hours: Most banks are open during the week from 9:00am to 4:00pm. ATMs are available 24 hours per day at most branches. We recommend opening a bank account in Australia. To do this people must have a Tax File Number (TFN). You can apply for a TFN by visiting the Australian Tax Office. When you open a bank account, make sure you also have the following with you:

- Passport
- Money for deposit
- Your student card

You can arrange with your home bank to transfer money to your Australian account.

Credit Cards and ATM: If you have a credit card or ATM card, never keep your personal identification number (PIN) with your card.

Money Exchange: To exchange money you must have your passport. You can change money at banks, major hotels, and at the airports.

Accommodation:

AEC does not arrange accommodation for the students. Our staff can guide you to get contact numbers of property agents from open market that may help you to find accommodation. If you would prefer to have a shared accommodation or your own apartment, you can get some information from the local newspapers, www.domain.com.au and www.realestate.com.au

Schooling:

If you have school age dependents, you are required to send them to school. In Australia, you have a choice between public schools, private schools and religious schools. Schools fees will apply in most cases, but you should check with the school of your choice for their fees. Please check the phone book for school options and/or ask Student Services for more information.

Cost of Living:

Accommodation prices vary widely depending on what suburb you want to live in. A one-bedroom apartment could cost you anywhere between \$250-\$550 per week. For more information on rental prices, please refer to www.domain.com.au or www.realestate.com.au. Homestay and student accommodation can vary as well.

Typical costs of groceries:

Apples = \$3 - \$6 per kilo

Bananas = \$3-5 per kilo

Broccoli=\$3.50 per kilo

Bok Choy = \$1.98 each

Rice = \$2 per kilo

Bread = \$2.50 - \$4.00 per loaf

Chicken = \$5-12 for 2 breasts or 450g. thighs, \$12 for 1 full

roisserie chicken

Beef = \$5 for 500g mince, \$15 for 2-3 small steaks

Fish = \$6 for 200g Salmon, \$6 per kilo of Basa

Prices are subject to change and are provided here for indicative purposes only.

Australian Health Information

The Australian government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia. Students are free to research and use whichever health cover provider they choose. Please read (or have explained) your insurance policy carefully so as to avoid any confusion &/or difficulty.

Those students who are on a student visa and have paid OSHC will get some money back for health services. You must notify your OSHC provider of any changes of address or if husband, wife or children are joining you in Australia for the duration of your stay. You will need to change to family cover. You must show your OSHC membership card every time you use one of the medical services provided.

Your OSHC helps you pay for the doctors, hospitals, emergency ambulance transport and prescribed medicines. You can choose any registered doctor, usually located in a medical centre, which is separate to the hospital. If you need to see a doctor, remember to get a medical certificate.

After-hours medical care: Doctors are usually open during business hours in Australia. If you become ill outside business hours, some Medical centres are open 24 hours per day doctors are on duty at all times in these centres. Only in serious and urgent cases should you go straight to an emergency department in a public hospital.

Specialists: You must see a doctor first to get a referral to a specialist. Check with your OSHC provider to see which specialist services you are covered for. You will pay the doctor at the time of the visit and take your receipt and your membership card to the insurer's office nearby to be refunded part of your receipt.

Public Hospitals (operated by the government): check your insurance policy on how much you are covered.

Private Hospitals (operated on a commercial basis): You may choose to be treated in a private hospital. Check your insurance policy on how much you are covered. Most private hospitals charge more than the public hospitals.

END OF DOCUMENT

NOTE: PLEASE SIGN THE NEXT PAGE OF STUDENT DECLARATION AND SUBMIT TO AEC

STUDENT DECLARATION

I understand that the information provided by me to AEC may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

AEC is required under section 19 of the ESOS Act to inform the Department of Home Affairs (DoHA) about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I have read, understood and agreed to comply with the information outlined in this Student Handbook.

I have received the Student's **Starter Pack** which included:

- Student's Handbook V2_August_2022
- Class Schedule /class timetable
- Factsheet - Complaints and External Dispute Resolution (*for general knowledge only*)
- Non Academic Formal Complaint and Appeal Form V2_August_2022
- Academic Formal Complaint and Appeal Form V2_August_2022
- Refund application Form V2_August_2022
- Application for Course Deferral Form V2_August_2022
- Change of Student Details Form V2_August_2022
- Critical Incident Report Form V2_August_2022
- Critical Incident Information Leaflet
- Student Support Services Information Leaflet
- Student Privacy Information Leaflet
- Information on workplace rights as international students:
 - case-study-posters -INT STUDENT
 - conversation-starters -INT STUDENT
 - pre-departure-flyer INT STUDENT
 - role-of-the-two -FLYER
 - warning-signs-a3 -FLYER
 - warning-signs-a4 FLYER
 - work-ready-fact-sheet FLYER

Student's Name: _____

Student's Signature: _____

Date: _____