

VET STUDENT HANDBOOK



COLLINS INSTITUTE OF AUSTRALIA

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The logo for Collins Institute of Australia features the word "Collins" in a large, bold, dark blue font. Above the letter "i" in "Collins" are three small, colorful stars (red, yellow, and blue). Below "Collins" is the text "Institute of Australia" in a smaller, dark blue font.

Collins
Institute of Australia

ABOUT THE STUDENT HANDBOOK

This student handbook is your guide to Collins Institute of Australia. Inside you will find information on how Collins Institute of Australia works, where students should go, and whom they should see to resolve any problems.

Policies, procedures, and regulations are outlined so that you understand how Collins Institute of Australia operates.

DISCLAIMER

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INTRODUCTION

ORGANISATION OVERVIEW

Collins Institute of Australia Pty Ltd t/as Collins Institute of Australia is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) under the authority of the National Vocational Education and Training Regulator Act 2011 (the NVETR Act) and the Standards for Registered Training Organisations 2015. Collins Institute of Australia Pty Ltd is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The purpose of this Student Handbook is to provide you with all the information that you need to know about studying at Collins Institute of Australia. It covers essential information needed by overseas students.

Collins Institute of Australia is a multicultural Institute and this is reflected in its staff and students.

Vision Statement

Collins Institute of Australia is committed to excellence in all aspects of its organisation.

Mission Statement

We specialise in training for future business careers.

LOCATION

Collins Institute of Australia

Address: Level 6, 127 Liverpool Street, Sydney, NSW 2000 Australia

Telephone: +61 2 8024 8999

E-mail: info@collins.edu.au

GETTING TO COLLINS INSTITUTE OF AUSTRALIA

Collins Institute of Australia is a 3-minutes' walk from Museum Station, which is one of Sydney's busiest public transport hubs. To find the easiest way to Collins Institute of Australia from your accommodation, visit www.transportnsw.info/.

Here is a map of the area around Collins Institute of Australia, showing **127 Liverpool Street, Sydney** where Collins Institute of Australia is located, as well as public transportation options.



CONTACT INFORMATION AND EMERGENCY CONTACTS

Collins Institute of Australia registration contact details

Collins Institute of Australia

Address: Level 6, 127 Liverpool Street, Sydney, NSW 2000 Australia
 Telephone: +61 2 8024 8999
 Email: info@collins.edu.au
 Website: www.collins.edu.au

Official point of contact for students

Student Services Officer (SSO): The SSO is the point of contact for students with questions about any of Collins Institute of Australia's support services, phone us on +61 2 8024 8999. After hours please contact **Doogie KIM** on 0452 335 752.

Emergencies

Police, Fire, Ambulance – Telephone: **000**

Department of Home Affairs

Telephone: 131 881
 Website: www.homeaffairs.gov.au/
 Address: 26 Lee Street, Sydney, NSW 2000 Australia

Local Medical Centre

Name: Sydney Medical Centre
 Address: 580 George Street, Sydney, NSW 2000 Australia
 Telephone: +61 2 9261 9200

Transport

Public transport, trains buses and ferries:

Transport for NSW

Telephone: 131 500

Website: www.transportnsw.info/

COURSES OFFERED

Collins Institute of Australia's course is nationally accredited and recognised, fulfilling the requirements of the relevant Training Package. If permitted under the ESOS Act, students may choose to pay more than 50 per cent of their tuition fees before their course commences.

Collins Institute of Australia currently offers the following courses, with relevant details shown:

Qualification Code / Course Title / CRICOS Code	Course Duration (including breaks)	Scheduled Course Contact Hours	Tuition Fees
BSB40215 Certificate IV in Business CRICOS Code: 095121E	52 weeks	20 hours face-to-face per week	\$8,500.00
BSB51918 Diploma of Leadership and Management CRICOS Code: 098897K	100 weeks	20 hours face-to-face per week	\$20,000.00

Administrative Fees:

Remarks: * Non-Refundable

Enrolment Fee*	\$200.00
CoE Re-issue Fee*	\$100.00
Material Fee (ELICOS)	\$150.00 per level
Material Fee (VET)	\$50.00 per term
Late Payment Fee*	\$120.00 per instalment
Administration Fee*	\$200.00
Replacement Student ID Card*	\$15.00
Change of Timetable Fee*	\$20.00
Re-assessment Fee*	\$150.00 per unit
Qualification Re-issue Fee*	\$100.00
Re-issue of Statement of Attainment Fee*	\$100.00
Advance Standing / Course Credit Transfer Fee	\$0.00
Challenge Test for Recognition of Prior Learning (RPL) Fee*	\$250.00 per module

ADMISSION AND ENROLMENT

ENTRY REQUIREMENTS AND SELECTION PROCESS

Collins Institute of Australia accepts applications from all students who meet the entry requirements published in the course outline. If a course is full and you meet the selection criteria, you will be offered a place in the course starting at a later date.

SELECTION CRITERIA

If you are applying for a course that has entry requirements, you will also need to provide the necessary documentary evidence, such as verified copies of qualifications, identification including your passport, schooling and evidence of English language level (achieved within the last 2 years).

English language competence can also be demonstrated through verified documented evidence of any of the following:

- You have a minimum General Training IELTS score of 5.5, or equivalent.
- You were educated for 5 years in an English-speaking country.
- You have completed at least 6 months of a Certificate level course at an Australian RTO.
- You have successfully completed High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a *Conditional Letter of Offer and Written Agreement* based on you successfully completing the required English language course or *VET Entry Language Test*.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Course Credit.

USE OF EDUCATION AGENTS

Collins Institute of Australia appoints education agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Education agent details are published on our website.

If an agent charges their own fees to students (in addition to Collins Institute of Australia's tuition and non-tuition fees), those fees remain the responsibility of the agent. Collins Institute of Australia is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

If you pay the tuition and non-tuition fees required for your enrolment (as set out in the *Letter of Offer and Written Agreement*) to an agent, Collins Institute of Australia will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to Collins Institute of Australia.

ENROLMENT PROCESS

- 1 Obtain a copy of the following documents from our website or by contacting Collins Institute of Australia office:
 - a. Enrolment Application Form
 - b. Course Information Outline
 - c. Student Handbook
- 2 Complete the *Enrolment Application Form – International Students* and gather all the necessary documentary evidence e.g.:
 - a. Valid Australian passport copy or Australian Driver's License (if applicable)
 - b. Valid foreign passport copy (if applicable)
 - c. Valid visa (if applicable)
 - d. High School Certificate or other relevant certificates
 - e. Proof of English Language Proficiency, General Training IELTS score of 5.5, or equivalent (if applicable)
 - f. Any other relevant documents to support your application.
- 3 Submit the *Enrolment Application Form – International Students* and documentary evidence in one of the following ways:
 - *In person or by postal mail:* **Collins Institute of Australia**
Level 6, 127 Liverpool Street
Sydney, NSW, 2000 Australia
 - *By e-mail:* info@collins.edu.au
- 4 Within 10 working days of receipt of your completed *Enrolment Application Form – International Students* and your non-refundable Enrolment Application Fee, Collins Institute of Australia will notify you in writing of the decision.
- 5 If your enrolment application was rejected, the reasons will be explained.
- 6 If your enrolment application was approved, you will be sent a *Letter of Offer and Written Agreement* setting out the terms and conditions of your enrolment and details of your course.
- 7 Sign and return the *Letter of Offer and Written Agreement* to Collins Institute of Australia so that your enrolment is confirmed. You are responsible for keeping a copy of the signed *Letter of Offer and Written Agreement*, as well as receipts of any payments for tuition fees or non-tuition fees.
 - *In person or by postal mail:* **Collins Institute of Australia**
Level 6, 127 Liverpool Street
Sydney, NSW, 2000 Australia
 - *By e-mail:* info@collins.edu.au
- 8 Overseas students will be issued with an electronic Confirmation of Enrolment (eCoE) following receipt of the signed *Letter of Offer and Written Agreement*, as well as evidence of Overseas Student Health Cover (OHSC) and payment of the first instalment of the course tuition and non-tuition fees.
 - If an overseas student pays the tuition and non-tuition fees required for enrolment to an agent, Collins Institute of Australia will not issue the student's Confirmation of Enrolment (CoE) until the agent has transferred those fees in full to Collins Institute of Australia.

TUITION AND NON-TUITION FEES

An Enrolment fee of AUD\$200 is non-refundable.

You can find up-to-date tuition and non-tuition fees information in the *Course Information Outline* for your course and the *Enrolment Application Form – International Students*. Please note fees may be subject to change without notice and any changes will be published in advance on Collins Institute of Australia's website.

All tuition and non-tuition fees must be paid in Australian Dollars (AUD).

These tuition and non-tuition fees will be shown in your *Letter of Offer and Written Agreement* once your application is accepted, and in the invoice that you receive on enrolment. You can pay your fees by cash, cheque, money order, debit card, credit card (with 3% surcharge), internet banking transfer or direct bank deposit.

All pre-paid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of education to overseas students.

You are responsible for keeping copies of receipts of any payments for tuition fees or non-tuition fees.

Education agents

If you use an education agent and that agent charges their own fees to students (in addition to Collins Institute of Australia's tuition and non-tuition fees), those fees remain the responsibility of the agent. Collins Institute of Australia is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Please note that if you pay the tuition and non-tuition fees required for your enrolment (as set out in the *Letter of Offer and Written Agreement*) to an agent, Collins Institute of Australia will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to Collins Institute of Australia.

Fee details (including protection of fees):

Collins Institute of Australia protects fees paid in advance by overseas students. Overseas student fee protection is ensured as follows:

- All tuition and non-tuition fees will be held in a separate bank account that can only be drawn down 2 weeks prior to the student commences date. The tuition and non-tuition fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way

without impact on the financial operations of the business or recourse to the tuition protection system

- Collins Institute of Australia does not require overseas students to pay more than 50% of tuition fees prior to course commencement. (Students may choose to pay more than 50 per cent of their tuition fees before the course commences, if permitted under the ESOS Act.)
- Upon application, students are required to pay a **non-refundable AUD\$200 Enrolment Application Fee**.
- Upon signing and returning the *Letter of Offer and Written Agreement*, students are required to pay the first term fees.
- For all subsequent terms, the term's fees are to be paid two (2) weeks in advance of the Term's commencement.
- Collins Institute of Australia pays into the Tuition Protection Service (TPS) provided by the Australian Government.
- If you use an education agent and that agent charges their own fees to students (in addition to Collins Institute of Australia's tuition and non-tuition fees), those fees remain the responsibility of the agent. Collins Institute of Australia is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Inclusions in tuition and non-tuition fees

Tuition and non-tuition fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the tuition and non-tuition fees.

Please note: Tuition and non-tuition fees do not include Overseas Student Health Cover (OSHC) or accommodation. These are the student's responsibility.

Late payment and non-payment of fees

If tuition fees are not paid on time, the following late payment fees of \$120 will apply. Collins Institute of Australia may suspend or cancel a student's enrolment on the basis of the student's failure to pay an amount the student was required to pay Collins Institute of Australia to undertake or continue the course as stated in the *Letter of Offer and Written Agreement* and in accordance with Collins Institute of Australia's *Fees and Refunds Policy and Procedures* and *Deferral, Suspension and Cancellation Policy and Procedures*.

If you are experiencing difficulty in paying your fees, you are invited to see our SSO to discuss alternative arrangements for a partial payment that would allow you to continue your studies uninterrupted, while not causing undue hardship to Collins Institute of Australia.

Collins Institute of Australia reserves the right to suspend or cancel the enrolment of students due to non-payment of fees where no alternative arrangements for payment have been made. Overseas students whose enrolment is suspended or cancelled for non-payment of fees will be reported to Department of Home Affairs via PRISMS under student default. Students have the right to appeal this decision within 20 working days in accordance with the *Complaints and Appeals Policy and Procedures*.

If you do not appeal against the decision to report you, or if your appeal is unsuccessful or you withdraw from the process, Collins Institute of Australia will report you to the Department of Home Affairs via PRISMS for non-payment of fees. This action automatically alerts the Department of Home Affairs and may have an effect on your visa. For more information about your visa, you should go to the Department of Home Affairs website (www.homeaffairs.gov.au/) or call them on 131 881.

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

- Collins Institute of Australia may suspend or cancel a student's enrolment including, but not limited to, on the basis of the student's failure to pay an amount the student was required to pay Collins Institute of Australia to undertake or continue the course as stated in the *Letter of Offer and Written Agreement*.
- The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Issuance of Certificate, Statement and Record of Results

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within 30 calendar days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Collins Institute of Australia reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Collins Institute of Australia is not permitted to do so by law.

Re-Issuing Statements and Qualifications

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

REFUNDS

Our refund policy is included in the *Letter of Offer and Written Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

The Enrolment Fee of \$200 is NON-REFUNDABLE.

If you use an education agent and that agent charges their own fees to students (in addition to Collins Institute of Australia's tuition and non-tuition fees), those fees remain the responsibility of the agent. Collins Institute of Australia is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to Collins Institute of Australia using the *Refund Application Form*. If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the *Refund Application Form*.

Collins Institute of Australia will:

- Assess your request fairly and in accordance with the *Fees and Refunds Policy and Procedures*
- Issue you with the decision in writing, using the *Notice of Refund Decision* letter within 10 working days of receipt of the *Refund Application Form*
- If the refund was approved, detail how the refund was calculated and issue the refund within 10 working days of receipt of the *Refund Application Form*
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the *Notice of Refund Decision* letter, in accordance with Collins Institute of Australia's *Complaints and Appeals Policy and Procedures*
- Maintain our records of the decision and any refunds paid to you for at least 2 years after you ceases to be an accepted student.

Refund prior to course commencement

Overseas students

- 100% refund where student is refused a visa
- 100% refund where Collins Institute of Australia cancels the course prior to commencement
- 80% refund where a student withdraws **29 days or more** before course commencement
- 0% refund where a student withdraws **less than 28 days before** the course commencement.

Refund after course commencement

Overseas students

- A full refund will be paid in the event of Collins Institute of Australia default.
- If a student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.

Other circumstances where no refund (0%) will be provided**Overseas students**

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or
 - Withdraws from the course at that location or
 - Did not pay the tuition and non-tuition fees due
- Collins Institute of Australia terminates a student's enrolment because of a failure to comply with Collins Institute of Australia's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.

Collins Institute of Australia may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Compassionate and compelling circumstances

Collins Institute of Australia may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount beyond the levels detailed above.

Acceptance of money appropriately refunded within the amounts detailed above does not preclude an application for compassionate and compelling circumstances and you must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed above will be deemed to be denied if you do not appeal within 20 working days.

Applications for refunds beyond levels detailed above must provide details and appropriate verifiable evidence of the compassionate and compelling circumstances that support the reasons for withdrawal, namely that the circumstances:

- Are beyond your control; and
- Do not make their full impact on you until on or after the course commencement; and
- Make it impracticable for you to complete the requirements for the course during the period during which you undertook or were to undertake the course.

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in your the home country requiring emergency travel, and this has had an impact on your studies

- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where Collins Institute of Australia is unable to offer a pre-requisite unit
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa.

If you believe that you qualify for an additional refund due to compassionate and compelling circumstances, you must submit a written request using the *Refund Application Form* and attach a written description of your compassionate and compelling circumstances and any evidence thereof.

If the compassionate and compelling circumstances have been confirmed and an additional refund is approved, Collins Institute of Australia will refund the total amount of all tuition and non-tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of Collins Institute of Australia.

Outcomes of refund decisions

Within 10 working days of receipt of your completed *Refund Application Form*, Collins Institute of Australia will review the application and supporting documents, and issue you with a *Notice of Refund Decision* that will explain:

- Whether or not the refund was approved
- If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated
- If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with Collins Institute of Australia's *Complaints and Appeals Policy and Procedures*.
- If the refund was approved, Collins Institute of Australia will issue the refund or adjustment notice within 10 working days of providing the outcome to the student.

ADDITIONAL INFORMATION

Electronic Confirmation of Enrolment

Once payment has been received, Collins Institute of Australia will forward the electronic confirmation of enrolment (eCoE) to the student. The student will then need to submit the eCoE and all of the documents required with the student visa application to the Australian High Commission or Department of Home Affairs.

If a student pays the tuition and non-tuition fees required for their enrolment (as described in the *Letter of Offer and Written Agreement*) to an Agent, Collins Institute of Australia will not issue the

student's Confirmation of Enrolment (CoE) until the Agent has transferred those fees in full to Collins Institute of Australia.

Unique Student Identifier (USI)

Students undertaking nationally recognised training delivered by a registered training organisation must have an Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need an USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

The USI is a reference number made up of numbers and letters that give students access to their USI account:

- The USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.
- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed. The compulsory USI system came into effect on 1 January 2015.

The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information.

As part of this initiative – it is required that students create their USI at the earliest possible.

Collins Institute of Australia can create a USI on behalf of those students who are unable to do so. These students will need to give consent to Collins Institute of Australia by using the *Unique Student Identifier (USI) Form*.

For more information visit www.usi.gov.au or ask the Student Services Officer or Administration / Enrolment Officer.

FINANCIAL REQUIREMENTS FOR OVERSEAS STUDENTS

It is important that you review the Evidence of Funds page on the website of the Department of Home Affairs (www.homeaffairs.gov.au/visas/web-evidentiary-tool) to determine your 'Evidence of financial capacity' – this means proof that you have sufficient funds for your study in Australia.

Depending on your home country, you may be required to sign a declaration and/or provide evidence that you have sufficient funds to cover expenses including your full tuition costs, your travel costs to and from Australia, your living costs in Australia, and/or other expenses.

As of 1 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for one adult overseas student/guardian to total AUD\$20,290. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only, like clothing, food, accommodation, local transportation and entertainment.)

Bringing Your Family with You

If you intend to bring family members with you, each of them will also need to have a visa and be covered by health insurance. Family members include your partner/spouse (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.homeaffairs.gov.au/.

Students with Partners/Spouses

As of 1 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for the partner/spouse of an overseas student to total AUD\$7,100. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only.) You will need to add this to your total required funds if your partner/spouse is coming to Australia with you. Please refer to the Department of Home Affairs (www.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo) for more information.

Students with Dependent Children

As of 1 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for the child of an overseas student to total AUD\$3,040 per child. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only.) You will need to add this to your total required funds if your child is coming to Australia with you.

School-Aged Dependent Children

If school-aged children are included in your student visa application, schooling costs of AUD\$8,000 per year for each child will need to be added to your total required funds. This amount is the minimum required for a visa application only; you are responsible for researching schooling costs, which may vary widely between states, territories and schools in Australia. These are in addition to living costs.

Schools fees apply to most dependents of temporary residents in New South Wales. For further information, including information about possible exemptions, visit the DE International website at www.decinternational.nsw.edu.au/. To find out more about application processes and costs, go to: www.humanservices.gov.au.

Dependent Children Requiring Childcare

If you have dependent children included in your visa application who will need to attend childcare in addition to or instead of school, you should be aware that typical childcare costs (which are distinct from and in addition to schooling costs and living costs) in Sydney are as follows:

- Centre-based childcare: \$100+ per day
- Family day care: \$12+ per hour
- Nanny: \$15+ per hour
- Au pairs (living in your home): \$500 to \$600+ per week

For more information, go to the Australia Government's MyChild website www.mychild.gov.au/. This site includes a costs calculator that may be helpful to you as you plan your finances.

Travel costs

As a guide, when you calculate how much money you need, include:

- AUD3,000 for travel costs if you are applying from West Africa
- AUD2,500 for travel costs if you are applying from East or Southern Africa
- AUD2,000 for travel costs if you are applying from anywhere else outside Australia
- AUD1,000 for travel costs if you are applying in Australia. If you will be returning to Africa include AUD1,500.

Additional Information

Note that all of the figures above are indicative only, and that 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.

STUDENT VISA

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at www.homeaffairs.gov.au/visas/web-evidentiary-tool.

This site explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application (there may be a fee attached – please discuss with the

agent); or Collins Institute of Australia has education agents who can assist you with the process of applying for a course at Collins Institute of Australia, including assistance with visas (there may be a fee attached – please discuss with the agent). Contact Collins Institute of Australia for details of the education agents that we use. You can also find them listed on our website.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the tuition fees that you may have paid as per Collins Institute of Australia refund policy, less the non-refundable Enrollment Application Fee.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

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

- Satisfy attendance and course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the eCoE.
- If you are a student visa holder under 18 years of age (currently not accepted at Collins Institute of Australia) who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your tuition and non-tuition fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

Sydney Airport: Kingsford-Smith International, Airport Drive, Mascot NSW 2020.

You will need to prepare a folder of Collins Institute of Australia documents to bring with you to Australia that includes:

- Valid passport including a valid student visa
- Your electronic Confirmation of Enrolment (eCoE)
- Proof of Overseas Student Health Cover
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Collins Institute of Australia at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well.

Keep all documents in your carry-on luggage. Have certified copies made of the originals and leave the copies with someone you trust, who could send the copies to you if your originals are lost.

MAINTAINING ENROLMENT

COURSE PROGRESS

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

Collins Institute of Australia will help you meet your course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. If you are found to be at risk for failing to achieve a final mark of at least 50% of units in a study period (term), you will be sent the *Notification Letter for Unsatisfactory Course Progress* and invited to an intervention meeting. At this meeting you will discuss the reasons for your unsatisfactory course progress and agree on an appropriate intervention strategy, including weekly follow-up meetings and a range of support options that we can offer you. Note that if your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

If you continue not to meet course progress requirements in two consecutive study periods, you will be sent an *Intention to Report for Unsatisfactory Course Progress*, advising you of Collins Institute of Australia's intention to report you to the Department of Home Affairs for not meeting course progress requirements. The *Intention to Report for Unsatisfactory Course Progress* will also explain your right to access Collins Institute of Australia's Complaints and Appeals process within 20 working days of the date of the letter.

ATTENDANCE

You must meet attendance requirements in order to satisfy the conditions of your visa. These attendance requirements will be clearly explained to you during the orientation program.

Students on an Australian student visa are required to maintain **at least 80% attendance** all the time during their enrolment. This means that you attend at least 80% of the scheduled contact hours for your course.

If your attendance drops **below 85%** in a term or you are absent for **5 consecutive days without approval** (e.g., a medical certificate or an approved temporary suspension of studies/leave of absence – see the [Deferral, Suspension and Cancellation](#) of this Handbook for more information), Collins Institute of Australia will send you a *First Warning Letter for Unsatisfactory Attendance* and invite you to an intervention and strategy meeting. At this meeting you will discuss the reasons for your unsatisfactory attendance and agree on an appropriate intervention strategy, including weekly follow-up meetings and a range of support options that we can offer you.

If, after providing you with this support, your attendance continues to be unsatisfactory, you will be sent the *Second Warning Letter for Unsatisfactory Attendance* and invited to another meeting. At this meeting you will discuss your continued attendance issues and the risks to your enrolment and visa if your attendance does not improve.

If, as a result of your unsatisfactory attendance, it is determined that you will be unable to achieve 80% attendance for the term even if you attend all scheduled contact hours for the rest of the term, you will be sent a *Notice of Intention to Report for Unsatisfactory Attendance*, advising you of Collins Institute of Australia's intention to report you to the Department of Education and Training for not meeting attendance requirements. (An exception to this is that if your attendance is between 70%-80% and you have satisfactory course progress as defined in the *Course Progress and Attendance Policy and Procedures*, you will not be reported; however, if either of those circumstances changes, you will be reported in accordance with the policy.) The letter will also explain your right to access Collins Institute of Australia's Complaints and Appeals process within 20 working days of the date of the letter.

Attendance Roll

This will record your time at the Institute.

Holidays

After every term of 9 weeks, students have holidays. Please study the Academic Calendar carefully and plan your travels in advance for during these holiday breaks.

Leave of Absence

A leave of absence is considered a form of suspension, and will only be approved if a student is experiencing compassionate or compelling circumstances and with documentary evidence. Please see the [Changes to Your Enrolment](#) section of this Handbook for more information.

CHANGES TO YOUR ENROLMENT

DEFINITIONS

<u>Deferral</u>	is defined as a postponement of the commencement of your enrolment.
<u>Suspension</u>	is defined as a temporary postponement of your studies after your enrolment has started.
<u>Cancellation</u>	is where a student withdraws voluntarily from a course, or is required to withdraw from a course.
<u>Provider-initiated</u>	is where Collins Institute of Australia initiates the process.
<u>Student-initiated</u>	is where the student initiates the process.
<u>Leave of Absence</u>	is a student-initiated suspension of enrolment.
<u>Withdrawal</u>	is a student-initiated cancellation of enrolment.

Collins Institute of Australia's *Deferral, Suspension and Cancellation Policy and Procedures* details the circumstances in which a student can defer, suspend or cancel their enrolment with Collins Institute of Australia, and in which Collins Institute of Australia can initiate the suspension or cancellation of the student's enrolment. Collins Institute of Australia's *Course Transfer Policy and Procedures* details the circumstances in which a student can transfer from Collins Institute of Australia to another Australian registered provider. Please see these policies and procedures for more information.

STUDENT-INITIATED PROCESS

Deferral and suspension/ leave of absence

Requests for deferral and suspension/ leave of absence will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond your control and that have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has had an impact on your studies
- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)

- Where Collins Institute of Australia is unable to offer a pre-requisite unit
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa

Note that a retrospective deferment or suspension/ leave of absence may be justified if you were unable to contact Collins Institute of Australia because of a circumstance such as being involved in a car accident.

If you believe that you qualify for a deferral or suspension/ leave of absence, you will need to apply in writing using the appropriate form. The SSO and the PEO can help you with your application. Collins Institute of Australia will notify you in writing of our decision within 10 working days of receipt of your completed application form. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the Complaints and Appeals section of this Handbook for more information.

Where a suspension/ leave of absence is granted, Collins Institute of Australia will suspend your enrolment for an agreed period, to a maximum of 12 months. If the suspension is required for longer than 12 months, you will have to re-apply once the initial suspension period has expired.

Please be aware that any change to your enrolment status may have an impact on your student visa. You should refer to the Department of Home Affairs' website (www.homeaffairs.gov.au/) or Helpline (131 881) for information on what impact the potential change to your enrolment status may have upon your visa.

If you believe that you are due a refund of fees as a result of your deferral or suspension/ leave of absence, you would need to submit a *Refund Application Form*. Please see the Refunds section of this Handbook for more information.

Cancellation/ withdrawal

Requests for cancellation/ withdrawal must be made in writing using the *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form*. The SSO and the PEO can help you with your application. Collins Institute of Australia will notify you in writing of our decision within 10 working days of receipt of your completed *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form*. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the Complaints and Appeals section of this Handbook for more information.

Please be aware that any change to your enrolment status may have an impact on your student visa. You should refer to the Department of Home Affairs' website (www.homeaffairs.gov.au/) or Helpline (131 881) for information on what impact the potential change to your enrolment status may have upon your visa.

If you are requesting a cancellation/ withdrawal so that you can transfer to another Australian registered provider, there are additional steps you will need to complete. Please see the Transferring to Another Australian Registered Provider section of this Handbook for more information.

If you believe that you are due a refund of fees as a result of your withdrawal, you would need to submit a *Refund Request Form*. Please see the [Refunds](#) section of this Handbook for more information.

PROVIDER-INITIATED PROCESS

Course Progress and Attendance

Suspension and/or cancellation of a student's enrolment due to unsatisfactory course progress or attendance will be handled as per Collins Institute of Australia's *Course Progress and Attendance Monitoring Policy and Procedures*. You can find more information about these processes in the [Course Progress](#) and [Attendance](#) sections of this Handbook.

Fees and Other Student Issues

Collins Institute of Australia may also initiate suspension or cancellation of a student's enrolment on the grounds of non-payment of fees or other student issues. The Student Code of Conduct defines what is the behavior expected by students; this can be found in the [Code of Conduct](#) section of this Handbook. You can find more information about non-payment of fees in the [Tuition and non-tuition fees](#) section of this Handbook.

Suspension and/or cancellation of a student's enrolment due to overdue/unpaid fees or other issues will be handled as per Collins Institute of Australia's *Deferral, Suspension and Cancellation Policy and Procedures*. If you disagree with a decision that Collins Institute of Australia has made, you can lodge an appeal within 20 working days in accordance with Collins Institute of Australia's *Complaints and Appeals Policy and Procedures*.

Additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment.

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

Collins Institute of Australia may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount the student was required to pay Collins Institute of Australia to undertake or continue the course as stated in the *Letter of Offer and Written Agreement*
- a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Further to this, Collins Institute of Australia only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes are completed, and the decision or recommendation supports Collins Institute of Australia, or
- the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
- the overseas student chooses not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying Collins Institute of Australia in writing.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Collins Institute of Australia will notify the Department of Home Affairs via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the Department of Home Affairs' website (www.homeaffairs.gov.au/) or Helpline (131 881) for information and their local Department of Home Affairs office for advice on what impact the potential change to enrolment status may have on their visa.

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

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

TRANSFERRING TO ANOTHER AUSTRALIAN REGISTERED PROVIDER

If you are an overseas student and you have completed more than six months of your primary course at Collins Institute of Australia and would now like to transfer to another Australian registered provider, you should complete and submit the *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form* and note that you would like to transfer to another Australian registered provider.

Collins Institute of Australia will notify you in writing of our decision within 10 working days of receipt of your completed *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form*. If your

request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the [Complaints and Appeals](#) section of this Handbook for more information.

If you believe that you are due a refund of fees as a result of your withdrawal, you would need to submit a *Refund Request Form*. Please see the [Refunds](#) section of this Handbook for more information.

If you are an overseas student and you wish to transfer to another Australian registered provider prior to completing six months of your primary course at Collins Institute of Australia, you will need to complete the *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form* and provide a valid enrolment offer from another registered provider (often called a 'Letter of Offer').

Collins Institute of Australia will grant your transfer request if the transfer is assessed to be in your best interests, including but not limited to where Collins Institute of Australia has assessed that:

- You will be reported because you are unable to achieve satisfactory course progress at the level they are studying, even after engaging Collins Institute of Australia's intervention strategy to assist you in accordance with Standard 8 (Overseas student visa requirements)
- There is evidence of compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
 - Major political upheaval or natural disaster in the home country requiring emergency travel, and this has had an impact on the student's studies
 - A traumatic experience that has had an impact on the student, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
 - Where Collins Institute of Australia is unable to offer a pre-requisite unit
 - Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa
- Collins Institute of Australia is failing to deliver the course as outlined in the written agreement
- There is evidence that your reasonable expectations about their current course are not being met
- There is evidence that you were misled by Collins Institute of Australia or an education or migration agent regarding Collins Institute of Australia or its course, and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) or another matter results in a decision or recommendation to release you

If none of the above conditions is met, Collins Institute of Australia considers this to be reasonable grounds to refuse your transfer request.

Collins Institute of Australia will assess your request and notify you of the decision in writing using the *Notice of Withdrawal Decision* within 10 working days of receipt of both your completed *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form* and your new Letter of Offer.

If Collins Institute of Australia refuses your request, you may lodge an appeal of this decision with 20 working days of the date of the *Notice of Withdrawal Decision* in accordance with Collins Institute of Australia's *Complaints and Appeals Policy and Procedures*. You may also submit a new *Deferment, Suspension, Withdraw, Cancellation of Enrolment Request Form* once you are outside of the restriction period. A refusal of a transfer request within the restriction period will have no effect on your ability to withdraw from your course at Collins Institute of Australia once you are outside of the restriction period.

If you believe that you are due a refund of fees as a result of your withdrawal, you would need to submit a *Refund Request Form*. Please see the Refunds section of this Handbook for more information.

COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL)

Course credit and Recognition of Prior Learning (RPL) are methods by which you are awarded advanced standing in a course because of existing qualifications, skills and experience that you already have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Credit Transfer

Credit transfer can be awarded through national recognition of qualifications and statements of attainment issued by another Australian RTO ('national recognition')

An explanation of each of these ways of gaining course credit is included below, as well as how to apply and any associated costs involved.

Under national recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another Australian RTO and that directly match the units in the course in which you are enrolling, will result in credit towards your course, saving you both time and money. You should indicate on your *Enrolment Application Form – International Students* that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service. Collins Institute of Australia is obliged to authenticate the information you provide before approving any course credit. For more information, refer to Collins Institute of Australia's *Course Credit Policy and Procedures*.

You may be eligible for course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that may not be a direct match but align with the content from the units within the course for which you are applying. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package

but the content is considered equivalent by Collins Institute of Australia's Head Trainer and Assessor. Students should indicate on the *Enrolment Application Form – International Students* that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is no charge for credit transfer. For more information, refer to Collins Institute of Australia's *Course Credit Policy and Procedures*.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means that you may be eligible for credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Collins Institute of Australia has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for Collins Institute of Australia to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for RPL at the current charge of \$250 per unit of competency (module). You will be advised of these fees in writing on contacting Collins Institute of Australia about an application for RPL.

For more information about applying for RPL, please contact the Collins Institute of Australia office and/or refer to Collins Institute of Australia's *Recognition of Prior Learning (RPL) Policy and Procedures*.

Effects on the duration of your course and visa

As an overseas student, being awarded course credit and/or RPL may affect the duration of your course and your student visa.

If you are granted course credit and/or RPL that reduces your course duration *prior to* your Confirmation of Enrolment (CoE) having been issued, your CoE will be issued for the reduced duration of the course. If you are granted course credit and/or RPL that reduces your course duration *after* your visa was granted, Collins Institute of Australia will report the change in course duration to PRISMS and an amended CoE may be issued.

COURSE AND ASSESSMENT

The training and assessment offered by Collins Institute of Australia focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a 'unit of competency'. You may either be studying selected units of competency or the full set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge

required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how Collins Institute of Australia delivers the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Reasonable adjustment in assessment

Some students may need modifications to assessments. This is called reasonable adjustment.

Reasonable adjustment can involve:

- Adapting physical facilities, environment and/or equipment (e.g., setting up hearing loops)
- Making changes to the assessment arrangements (e.g., more time allowed for assessments)
- Making changes to the way evidence for assessment is gathered (e.g., written questions asked orally)

Submitting your assessments

Students must submit written assessment tasks using Collins Institute of Australia's e-learn moodle system. Each student is to access it with their individual login and password.

Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the **Complaints and Appeals** section in this handbook for information about making a complaint or appeal against an assessment decision.

If you are alleged to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, Collins Institute of Australia will be required to take disciplinary action, which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment, which may affect your visa.

Issuance of Certificate, Statement and Record of Results

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within 30 calendar days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Collins Institute of Australia reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Collins Institute of Australia is not permitted to do so by law.

Re-Issuing Statements and Qualifications

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

ACCESS TO YOUR RECORDS

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

If you want to access or obtain a copy of the records that Collins Institute of Australia holds in your file, you must make a request in writing using the *Request to Access to Records Form* or *VET Qualification Request Form*. There is no charge to access your records.

Within 30 days of receiving a request, you will be advised that you may either access the records in person or that the requested records will be sent to your home address at additional fee.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the person who lodged the request. Access will occur in the presence of a Collins Institute of Australia staff member. Where copies of records are to be provided via post, records will only be sent to the home address that Collins Institute of Australia holds on file for the student.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date *Statement of Attainment*; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If you believe that the information that Collins Institute of Australia holds about you is incorrect, incomplete, out-of-date or misleading, you can request that the information be amended.

If you need to change your personal/ contact details, or the personal/ contact details of your emergency contact/ next-of-kin, you can lodge the change request using the *Change of Contact Details Form*.

If you believe that other information in your file is incorrect, incomplete, out-of-date or misleading, you can lodge the change request using the *Amendment to Records Request Form*. Collins Institute of Australia will assess your request and advise you of the decision in writing.

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

STUDENT SERVICES

STUDENT FACILITIES

Computers

All students at Collins Institute of Australia can use the computers and audio-visual equipment. Enrolled students are given access to free Internet, a variety of software, and printing and e-mail facilities.

Photocopying and printing

A photocopier and printer are available for students to photocopy or print their class and assignment work.

Kitchenette

There is a common kitchenette in Collins Institute of Australia where students can have a snack between classes. It is equipped with a microwave and a kettle for tea and coffee.

STUDENT ORIENTATION

We are committed to ensuring that all overseas students get all the support they need to adjust to life and study in Australia and to be successful in their studies. This orientation is usually scheduled on the first day of the timetable.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- Access to Collins Institute of Australia's policies and procedures and relevant supporting documents

- Details of internal and external support services available to assist in the transition into life and study in Australia, such as welfare services, accommodation services, academic and career advice, IT support, student learning assistance, English language support and inclusion activities
- Legal, emergency and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals
- Any student visa conditions relating to course progress and attendance.

Orientation includes the following

On arrival at Collins Institute of Australia, you will be welcomed by the PEO and the Head Trainer and Assessor. You will also be introduced to any other students starting on the same day.

You will be given a tour of Collins Institute of Australia, during which you will be shown the rooms available to students, our computer system, and other facilities and resources available.

Orientation: Stage 1 (Use Student Handbook as reference), in which we'll discuss important issues about:

- Your studies
- Support services
- Legal services
- Emergency and health services available.

You will be taken on a tour of the college and the local area that will include important landmarks like nearby bus and train stops, cafés and restaurants, banks, and other places of interest.

You will have a half-hour meal break. This is a good chance to meet other Collins Institute of Australia students!

Orientation: Stage 2 (Use Student Handbook as reference), in which we'll discuss further important issues about:

- USIs
- Complaints and appeals processes
- Any visa condition relating to course progress and attendance
- PEO meeting / 'interview'

Student interviews: Your chance to meet one-on-one with Collins Institute of Australia staff to learn more about each other and ask any questions you might have.

SUPPORT SERVICES

The *Enrolment Application Form – International Students* you completed will also help Collins Institute of Australia to identify any support you need and depending on the course in which you are enrolled, your support needs can also be discussed during the orientation.

The Student Services Officer (SSO) is the official point of contact for students. All overseas students will have access to the SSO during campus opening times. If you require access outside these hours, you will need to make an appointment to arrange a suitable time.

Services that Collins Institute of Australia can offer to you include:

- Mentoring from appropriately qualified trainers
- Study skills centre / study clubs
- Reviewing learning materials with you and providing information in a context you can understand
- Providing extra time to complete tasks
- Providing access to supplementary or modified materials
- Providing supplementary exercises to assist understanding
- Supervised study groups
- Tutorial support assistance
- Job placement assistance for those participating in courses that require practical placement
- Online support and exercises for some courses
- Computer and technology support
- Referral to external support services

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, emotional and social well-being of overseas students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management. It may also include advice on academic and study issues.

Collins Institute of Australia will provide you the opportunity to access these welfare services throughout your study. These services will be provided at no additional cost to you. If we refer you to external support services, we will not charge you for the referral; however, you would pay for any on-going costs associated with the referral.

EXTERNAL SUPPORT SERVICES

Emergency Services

Police, Fire and Ambulance:	000 free call 24/7
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Reading and Writing Hotline

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1,200 providers of courses in adult literacy and numeracy.

Website:	www.readingwritinghotline.edu.au/
Telephone:	1300 655 506

Anti-Discrimination Board of NSW

The Anti-Discrimination Board of NSW promotes and administers anti-discrimination and equal opportunity principles and policies throughout NSW. It is part of the NSW Department of Justice.

Website:	www.antidiscrimination.justice.nsw.gov.au/
Telephone:	(02) 9268 5555
Address (Parramatta Office):	Level 7/10 Valentine Avenue, Parramatta NSW 2150

Legal Aid NSW and LawAccess NSW

Legal Aid NSW provides legal services to clients across NSW in most areas of criminal, family and civil law. Legal Aid NSW also assists people experiencing domestic and family violence.

Website:	www.legalaid.nsw.gov.au/
Free Legal Helpline (telephone):	1300 888 529
Address (Sydney Central Office):	323 Castlereagh Street, Haymarket NSW 2000

Fair Work Australia and the Fair Work Ombudsman

Fair Work Australia and the Fair Work Ombudsman are here to help you understand your rights and responsibilities at work and your workplace entitlements. They work with employees, employers and the community to educate and encourage compliance with Australia's workplace laws.

Website:	www.fairwork.gov.au/
Phone:	13 13 94 (Monday-Friday 8:00 a.m.-5:30 p.m.)
Address (Sydney Office):	Level 13, 175 Liverpool Street, Sydney NSW 2000

Non-Emergency Medical and Dental Care

Hyde Park Dental Care

Phone:	+61 2 9267 9526
Address:	4 / 227 Elizabeth Street, Sydney NSW 2000

Lifeline

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

Website: www.lifeline.org.au/

Telephone: 13 11 14

Reach Out

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

Website: www.reachout.org.au/

Beyond Blue

Beyond Blue is a free 24/7 phone and online service that connects people with trained mental health professionals for support and advice around depression and anxiety. Beyond Blue is available to everyone, and has specific resources for women, men, young people, older people, multicultural people, Aboriginal and Torres Strait Islander people, lesbian, gay, bisexual, trans and intersex (LGBTI) people, and people who have concerns around pregnancy and early parenthood.

Website: www.beyondblue.org.au/

Phone: 1300 224 636

Some additional external support providers:

Problem	Website / Address	Telephone Number
Alcoholism	www.aa.org.au	9387 7788
Anxiety (including phobias and Obsessive/Compulsive Disorders)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.beyondblue.org.au/	1300 224 636
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.accc.gov.au/consumers/debt-debt-collection/dealing-with-debt-collectors	1300 302 502
Crime Stoppers NSW (report crime anonymously)	www.nsw.crimestoppers.com.au/	1800 333 000
Crisis counselling	www.lifeline.org.au/	13 11 14
Depression	www.beyondblue.org.au/	1300 224 636

Problem	Website / Address	Telephone Number
Disabilities	www.pwd.org.au/	1800 422 015
Domestic Violence Crisis Service	www.dvcs.org.au/	6280 0900 (24-hour crisis line)
Drug and alcohol addiction and information	www.adf.org.au/	1300 858 584
Families and friends with mental illness (support and advocacy)	www.mentalhealthcarersnsw.org/	1300 554 660
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpnsw.org.au/	1300 658 886
G-Line (gambling)	www.gamblinghelp.nsw.gov.au/	1800 633 635
Gay, lesbian, bisexual, trans, intersex and queer+ (LGBTIQ+) support, counselling and referral	www qlife.org.au/ (website 24/7; online chat available 3:00 p.m.-midnight daily)	1800 184 527 (3:00 p.m. to midnight daily)
Grief support (including specialized support for children, migrants and overseas students)	www.griefline.org.au/	1300 845 745 (noon to 3:00 a.m. daily)
Hepatitis B and C	www.hep.org.au/	1800 803 990
HIV/AIDS	www.acon.org.au/	9206 2000
Homelessness services	www.thewaysidechapel.com/	9358 6577
Mental health assistance	www.sane.org/ (weekdays 10:00 a.m.-10:00 p.m.)	1800 187 263 (weekdays 10:00 a.m.-10:00 p.m.)
Overseas Student Ombudsman	www.ombudsman.gov.au/about/overseas-students	1300 362 072 (weekdays 9:00 a.m.-5:00 p.m.)
Poison Information Centre	www.poisonsinfo.nsw.gov.au/	131 126
Police Assistance Line (non-emergency)	www.police.nsw.gov.au/?a=6947	131 444
Pregnancy counselling	www.pregnancybirthbaby.org.au/	1800 882 436

Problem	Website / Address	Telephone Number
Rape Crisis Centre	www.nswrapecrisis.com.au/ (24-hour online counselling)	1800 424 017 (24-hour phone counselling)
Relationship counselling	www.relationships.org.au/	
Serious illness (sufferers and families)	www.cansurvive.org/	1300 364 673
Smoking – Quitline	www.quitnow.gov.au/	13 78 48
Suicide Prevention	www.lifeline.org.au/	13 11 14
Translating and Interpreting Service (TIS National)	www.tisnational.gov.au/	131 450 (24-hour service)
Victims of crime support	www.victimsupport.org.au/	1800 633 063
Women’s refuge referral service	www.housing.nsw.gov.au/help-with-housing/specialist-homelessness-services/find-a-service/domestic-violence-line	1800 656 463

STUDENT ISSUES

COMPLAINTS AND APPEALS

Complaints

Complaints can be made in writing using the *Complaints and Appeals Form*. The PEO will then review the complaint, record the details of the complaint and commence process of investigation within 10 working days of receiving the completed *Complaints and Appeals Form*.

The investigation may include such processes as requesting additional information from the complainant, respondent or other involved parties. This may be in writing, over the phone, or face-to-face. Where the meeting is face-to-face, the complainant may be accompanied by a support person. If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the complaint.

The PEO will review the information and decide on an appropriate response. Where deemed necessary by the PEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.

The complaint must be completely resolved within 60 calendar days of receipt of the completed *Complaints and Appeals Form*. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing, along with reasons for the extra time. The complainant must then be provided with updates on progress on a weekly basis thereafter until the matter is resolved.

Within 20 working days of concluding the investigation and review, the PEO will provide a written response to the complainant including:

- The RTO's understanding of the complaint
- The steps taken to investigate and resolve the complaint
- Decisions made about resolution, with reasons for the decisions made
- Areas that have been identified as possible causes of the complaint and improvements to be recommended
- The complainant's right to access Collins Institute of Australia's Complaints and Appeals process within 20 working days of the date of the letter if they are not satisfied with the outcome of the complaints process.

In the case of complaints made by students, Collins Institute of Australia will maintain records of the complaint and all related documents on the student's file for at least 2 years after the person ceases to be an accepted student.

Appeals

Appeals must be made in writing using the *Complaints and Appeals Form*. The PEO will then review the appeal, record the details of the appeal, and commence the process of investigation within 10 working days of receiving the completed *Complaints and Appeals Form*.

For all types of appeals:

- Within 20 working days of concluding the investigation and review, the PEO will provide a written response to the appellant including:
 - The RTO's understanding of the reasons for the appeal
 - The steps taken to investigate and resolve the appeal
 - Decisions made about resolution and reasons for the decisions
 - If relevant, areas that have been identified as possible causes of the appeal and improvements to be recommended
 - Their right to the external appeals process and where to find more information on it
 - For overseas students, any impact on their enrolment status and/or student visa (if applicable)
- The appeal must be resolved within 60 calendar days of receipt of the completed *Complaints and Appeals Form*. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved.

- The Department of Home Affairs will be notified through PRISMS of any impact on the student's enrolment status (if applicable). Note that any provider-initiated suspension or cancellation of an overseas student must abide by the following special conditions:
 - Collins Institute of Australia may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student
 - the student's failure to pay an amount the student was required to pay Collins Institute of Australia to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018
 - The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
 - Further to this, Collins Institute of Australia only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes are completed, and the decision or recommendation supports Collins Institute of Australia, or
 - the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
 - the overseas student chooses not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying Collins Institute of Australia in writing.

Appeals against assessment decisions

In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor (independent of the original decision) mark the assessment task again. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task, and the student will be advised of the decision in writing.

All other types of appeals

Upon receiving the appeal, the PEO will investigate the matter to identify the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, and/or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the appeal.

The appellant may request that an independent party (mediator) be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, Collins Institute of Australia may decide to call upon an independent mediator to assist to resolve the issue where a

decision cannot be reached internally. In this case, Collins Institute of Australia will bear the costs associated.

The PEO will review all relevant information and decide on an appropriate response, and will notify the appellant.

In the case of appeals made by students, Collins Institute of Australia will maintain records of the appeal and all related documents on the student's file for at least 2 years after the person ceases to be an accepted student.

Independent Reviews by External Parties

If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal. Additionally, a complainant or appellant who has been through the internal processes may request that Collins Institute of Australia appoint an independent party to review the matter.

For domestic students, the independent party used is Fair Trading NSW; however, complainants and appellants can seek their own external parties at their own cost. For overseas students, the independent party is the Overseas Students Ombudsman.

Collins Institute of Australia will co-operate fully in the process of the external party to investigate and review the matter. This will include but not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them.

The PEO will record details of external complaints.

Feedback

Your feedback is important to Collins Institute of Australia and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout the course.

We also welcome feedback from you at any time by email/phone.

CODE OF CONDUCT

GENERAL INFORMATION

The purpose of the Code of Conduct is to describe the way in which students of Collins Institute of Australia are expected to conduct themselves during their participation in training and assessment, and outlines students' rights and responsibilities. The Code of Conduct encompasses all of the rights, responsibilities and expectations described in this section.

FAILURE TO ADHERE TO COLLINS INSTITUTE OF AUSTRALIA'S CODE OF CONDUCT

A **violation** of the Code of Conduct is defined as failure to adhere to Collins Institute of Australia's Code of Conduct. A **violation** will result in appropriate disciplinary action at the discretion of the PEO. In some cases, this may include suspension or cancellation of enrolment. The suspension or cancellation of an overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, *unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.*

A **serious violation** of the Code of Conduct is defined as a violation of the Code of Conduct that is assessed by Collins Institute of Australia as likely to place the health or wellbeing of that student at risk, or to place the health or wellbeing of another person at risk. Due to the perceived risk to health and wellbeing, in cases of **serious violation**, the suspension or cancellation of the overseas student's enrolment can take effect immediately. You would be reported to Department of Home Affairs via PRISMS, which automatically alerts the Department of Home Affairs and may have an effect on your visa. For more information about your visa, you should go to the Department of Home Affairs website (www.homeaffairs.gov.au/) or call them on 131 881.

For more information, please refer to Collins Institute of Australia's *Deferral, Suspension and Cancellation Policy and Procedures*. Note the additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment:

- Collins Institute of Australia may suspend or cancel a student's enrolment including, but not limited to, on the basis of misbehaviour by the student
- The suspension or cancellation of the overseas student's enrolment in these circumstances (Standard 9.3 of the National Code 2018) cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

STUDENT RIGHTS AND RESPONSIBILITIES

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to Collins Institute of Australia's *Information Privacy Policy*.
- Access the information that Collins Institute of Australia holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Collins Institute of Australia on the client services, training, assessment and support services they receive.

Student Responsibilities

All students, throughout their training and involvement with Collins Institute of Australia, are required to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Arrive for classes on time and fully prepared with all required materials.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring onto any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify Collins Institute of Australia if any of their personal or contact details change.
- Provide relevant and accurate information to Collins Institute of Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.

- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their trainer/assessor.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Collins Institute of Australia if any difficulties arise as part of their involvement in the course.
- Make payments for their training within agreed timeframes, where relevant.
- For overseas students, comply with their student visa requirements under the Education Services for Overseas (ESOS) Act 2000.

Education Services for Overseas Students

As an overseas student studying in Australia, you have certain additional rights and responsibilities under Australian legislation. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and associated legislation and regulations, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). For more information about your rights and responsibilities under the ESOS Framework, visit the following website: www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act

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

STANDARD OF BEHAVIOUR

Collins Institute of Australia's Code of Conduct sets clear standards for behavior. These standards of behavior apply to all Collins Institute of Australia students and staff members:

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect at all times
- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Help those in need
- Respect the need of others to work in an environment of learning and teaching
- Respect the property of Collins Institute of Australia and the property of all other students and staff members of Collins Institute of Australia

Student Plagiarism, Cheating and Collusion

Collins Institute of Australia has a no-tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity always and only submit work that is their own or that has

been appropriately referenced and includes acknowledgements of all texts and resource materials used in the development of the work.

Where a student is suspected of plagiarism, cheating or colluding, Collins Institute of Australia will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, Internet resources and the work of other students; using electronic plagiarism detection software; comparing work against various academic databases; and referring to Collins Institute of Australia's plagiarism register or any other appropriate method.

Workplace Health and Safety

Under the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2017, Collins Institute of Australia must provide a safe environment for our staff and students, as well as providing information to staff and students in relation to health, safety and welfare. Collins Institute of Australia has policies and procedures in place to ensure your safety, and on commencement of your course you will be provided with information about health and safety.

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Collins Institute of Australia emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Observe basic hygiene practices such as hand-washing before handling and eating food, and leaving toilets and wash basins clean and tidy.

Drugs and alcohol

Collins Institute of Australia is a drug- and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on Collins Institute of Australia premises is strictly forbidden at all times. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching Collins Institute of Australia's policy and guidelines and is subject to severe disciplinary action.

Weapons

You must not bring firearms, knives or any other weapons to Collins Institute of Australia. If you are found with these on Collins Institute of Australia premises, you will be expelled.

Mobile Phones

You must turn your phone sound OFF during class. You can use your mobile phone during breaks only, and you must leave the classroom areas to do so.

Smoking

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building at least 10 metres away.

Food and drink in classrooms

No food or drink is allowed in the classrooms. Food and drink is only allowed in Collins Institute of Australia's kitchen/dining area, where a microwave and kettle are provided for students. Please be sure to clean up after yourself and put your litter in the rubbish bins provided.

Computer usage

Collins Institute of Australia's Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is not allowed. Only registered Collins Institute of Australia students and staff may use the Collins Institute of Australia computers.

When using any Collins Institute of Australia computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:

- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use Collins Institute of Australia computers to view, store or transmit offensive materials, including any material of a pornographic nature
- Do not change the settings of any Collins Institute of Australia computer
- If you find a faulty computer, do NOT attempt to fix it yourself – simply notify the Trainers or Reception
- Collins Institute of Australia reserves the right to refuse any student access to the Collins Institute of Australia computer laboratory

Harassment, Victimization or Bullying

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

Anti-discrimination law defines **harassment** as any form of behaviour that you do not want; that offends, humiliates or intimidates you; or that creates a hostile environment. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

If you feel that you are being harassed, victimised or bullied, ideally you should first tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, or if you have tried this and the behaviour has not stopped, you should lodge a complaint as per Collins Institute of Australia's *Complaints and Appeals Policy and Procedures* and detailed in this Handbook.

Access, Equity and Anti-Discrimination

The principles and practices adopted by Collins Institute of Australia aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Collins Institute of Australia irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer responsibilities.

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

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

If you feel that you are being unfairly treated you should lodge a complaint as per Collins Institute of Australia's *Complaints and Appeals Policy and Procedures* and detailed in this Handbook.

National VET Regulator Act 2011

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

As a Registered Training Organisation (RTO) that is registered with the Australian Skills Quality Authority (ASQA), Collins Institute of Australia is required to comply with the National VET Regulator Act 2011 and the Standards for Registered Training Organisations 2015. This involves meeting a series of Standards that ensure that training and assessment and support services are provided to you in accordance with nationally mandated standards.

Disclosure of Personal Information / Privacy Policy

In accordance with the Privacy Act 1988, information is collected during your enrolment processing to meet Collins Institute of Australia's obligations under the ESOS Act 2000 and The National Code 2018 to ensure student compliance with visa conditions and student obligations under Australia's immigration laws generally. Information concerning students, including personal information submitted on Collins Institute of Australia's Enrolment Application Form, may be shared among Collins Institute of Australia, the Commonwealth, and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting Collins Institute of Australia during business hours.

Please also note that you are obliged to notify Collins Institute of Australia of any change to your contact information (e.g., home address, e-mail address, mobile phone number) within seven (7) days while enrolled in our course. You can use the *Change of Contact Details Form* to update your information.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation;
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law, such as the ESOS Act 2000 or the National Code 2018; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

LIVING IN SYDNEY

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked by customs officials. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

For more information, including lists of prohibited items, visit the Australian Government's Customs and Quarantine website: www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine.

ARRIVING IN AUSTRALIA

Getting from Sydney Airport to Your Accommodation

Sydney's Domestic and International airport terminals have their own train stations. You can catch the T8 City Circle train to Central Station, which connects you to all other city train lines, as well as intercity trains and buses. For more information and trip planning, visit to the Transport NSW website at www.transportnsw.info/.

Taxis are available at the taxi stands in front of each terminal. Note that taxis to and from the airport incur special fees and tolls that may make the trip expensive.

App-based ride-sharing services such as Shebah (a service for women and children only) and Uber are allowed to pick up passengers at Sydney Airport. Remember that you will need to download the app and have access to Wi-fi or Internet data on your mobile phone to use these, and that there may be special fees and/or tolls for rides to and from the airport.

Keeping in Contact

Before you leave home, you should provide the details of your flights to Australia and where you will be staying when you arrive to your family and friends and your education provider in Australia. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your Finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive; but if you haven't, you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks. You can use www.studyinaustralia.gov.au/english/live-in-australia/living-costs and www.insiderguides.com.au/cost-of-living-calculator/ to help you plan.

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for one adult overseas student/guardian to total AUD\$20,290. This represents day-to-day

living costs only, like clothing, food, accommodation, local transportation and entertainment; it does not include any visa-, study- or travel-related expenses. Note that these figures are indicative only and that 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.

Accommodation

It is the student's responsibility to organise their own accommodation arrangements.

Up-to-date rental cost reports can be found on the NSW Government's Housing website, www.housing.nsw.gov.au/. As of September 2017, rental costs in the Sydney Greater Metropolitan Area were as follows:

- 1-bedroom flat: \$320 to \$520 per week
- 2-bedroom flat: \$360 to \$780 per week
- 2-to-3-bedroom flat or house: \$450 to \$1050 per week

HEALTH AND RELATED ISSUES

Emergencies

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

Police

If you believe that you or someone else is in danger, call 000. Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. If you fear retribution, you can make police reports anonymously.

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

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

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

- Australian Health Management: www.ahmoshc.com/
- Peoplecare Health Limited (Allianz): www.allianzassistancehealth.com.au/en/student-visa-oshc/
- BUPA Australia: www.oshc.bupa.com.au/
- Medibank Private: www.medibank.com.au/overseas-health-insurance/oshc/
- nib: www.nib.com.au/overseas-students

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. You can learn more about OSHC at the website of the Department of Health: www.health.gov.au/.

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

- Extra OSHC, offered by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au.

General Safety

Australia is considered to be a safe and comfortable country to live in – but as with anywhere, it is a good idea to be aware of your surroundings and your personal safety.

The Australian Government provides some useful information on their [Study in Australia](#) website. These are some additional common-sense measures you can take to help keep yourself and your belongings safe, especially when you're out at night:

- Walk in well-lit areas
- Try to walk with a group of people
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination. Stick to the main roads if possible. Never hitchhike!
- Try to arrange a lift home from a friend, a taxi or a ride-sharing app at night. Get dropped off as close to your door as possible.
- Avoid using ATMs in dark or lonely places.
- Don't openly carry valuables including iPods, mobile phones, laptops, passports etc.
- Try not to wait alone at the bus or train stops.
- In trains at night, do not sit in an empty carriage. Try to sit in the guards' carriage (marked with a blue light) or near groups of people in a well-lit area
- Be aware of your possessions at all times, including while on Collins Institute of Australia premises. Be sure not to leave valuables like mobile devices (phones, iPads/tablets, laptops, etc.) passports, money etc. in the classroom, kitchen, bathroom or at reception.

Collins Institute of Australia has rules about the way students and staff should behave towards each other. If you feel uncomfortable about anyone's behavior towards you – whether it's another student or a member of staff – you can talk to the SSO or the PEO without fear of retaliation.

DAILY LIFE IN AUSTRALIA

Working in Australia

As a student visa holder, you can work up to 40 hours a fortnight during term time (in session) and as many hours as you like during holidays (out of session).

Visit the following website to find out more about working in Australia, including how to find a job: www.studyinaustralia.gov.au/english/live-in-australia/working.

Living Costs in Australia

Migration regulations in Australia require overseas students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

The Department of Home Affairs' living costs requirement increases with Australia's cost of living. Under these regulations, prospective student visa applicants must have access to at least the minimum funds to meet living costs requirements, and you may be required to sign a declaration and/or provide evidence that you have sufficient funds to cover expenses including your full tuition costs, your travel costs to and from Australia, your living costs in Australia, and/or other expenses.

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

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for one adult overseas student/guardian to total AUD\$20,290. This represents day-to-day living costs only, like clothing, food, accommodation, local transportation and entertainment; it does not include any visa-, study- or travel-related expenses. It also does not include any additional family members, such as a partner/spouse or dependent child.

The figures above are indicative only and that 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.

For more information, visit www.studyinaustralia.gov.au/english/live-in-australia/living-costs.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transportation and entertainment, plus care and schooling for dependent children if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. You can learn more about budgeting at www.moneysmart.gov.au/.

Shopping

In Australian major town centres and capital cities, the shopping facilities are typically open 9:00 a.m. to 6:00 p.m. seven days a week, with late-night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open longer hours, so it's worth getting to know what's available to you in your area.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer, David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

Loaf of bread	AUD\$2.50 - AUD\$3.00
One litre of milk	AUD\$2.50 - AUD\$2.90
Newspaper	AUD\$1.50 - AUD\$3.00
Box of breakfast cereal	AUD\$3.00 - AUD\$4.00
Jar of instant coffee	AUD\$3.00 - AUD\$4.00
Bottle of soft drink	AUD\$1.50 - AUD\$3.00
Bottle of shampoo	AUD\$2.50 - AUD\$4.50
Bar of soap	AUD\$1.50 - AUD\$2.50

One apple	AUD\$0.50 - AUD\$1.00
One banana	AUD\$0.60 - AUD\$1.00
Beef (500 grams)	AUD\$7.00 - AUD\$10.00
Chicken (500 grams)	AUD\$7.00 - AUD\$10.00

Clothing

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

The cost of clothing in Australia varies widely. There are several quality variety stores such as Target, K-Mart and Big W where you can find low-cost clothing and shoes of all types and styles. Department and specialty stores such as Myer and David Jones carry more expensive, higher-end clothing labels. There are also many smaller shops that feature local or specialty designers, often at a greater cost.

Weather

Sydney has a mild climate, but be aware that the weather is subject to quick changes. Regardless of the season or time of year, students should bring clothing for hot weather, cold weather, strong sunshine, wind and heavy rain.

DECLARATION

I have read, understood and agree to comply with all the information outlined in the Student Handbook of Collins Institute of Australia.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy notice and I understand that my personal information may be made available to Commonwealth and State Agencies and the Tuition Protection Service.

Student Name:	
Student Signature:	
Date:	

Please complete this page and detach it and return it to our SSO.