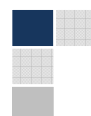


# INTERNATIONAL STUDENT HANDBOOK

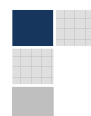


# CONTENTS

Welcome.....	5
ABOUT US .....	6
Qualifications Offered in 2013.....	6
Location .....	7
Entry requirements.....	8
Student Admission and Enrolment Procedure.....	8
Student Support Services .....	9
Student Orientation / Induction.....	10
General Rules .....	10
Policies & Procedures .....	10
Training Delivery & Assessment.....	10
Emergency .....	10
Safety .....	11
Photocopying .....	11
Computer Use .....	11
About the Course .....	11
Language Literacy & Numeracy.....	11
Course Assessment.....	12
Competencies to be achieved during Training .....	12
Holistic Cookery Experience.....	12
Full Time Study.....	12
Pathways to Further Study .....	13
About Other Requirements .....	13
Student Visa Requirements.....	13
Overseas Student Health Cover .....	13
Dependents.....	13
Change of Address .....	13
LIVING IN MELBOURNE .....	14
Australia .....	14

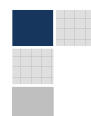


Victoria .....	14
Melbourne.....	14
Climate .....	15
Festivals.....	15
International Sporting Events .....	15
Art .....	16
Multiculturalism .....	16
Language.....	16
Religion .....	16
Clean, Safe, Cosmopolitan .....	17
Health Care .....	17
Food .....	17
Electricity .....	17
Transport .....	17
Telephones.....	18
Sports & Recreation.....	18
Travel .....	18
Budgeting .....	18
Tipping .....	19
A Good Choice for Study .....	19
Australia Welcomes Overseas Students .....	19
Study Methods .....	19
Cost of Living .....	20
Accommodation .....	20
Working in Australia .....	22
Money & Banks.....	24
Credit cards.....	24
Currency .....	24
Applying for a Tax File Number.....	25
Australian Qualifications Framework Structure .....	25
Feedback and review.....	25
CODE OF CONDUCT – STUDENT .....	26
POLICIES & PROCEDURES .....	27



Access and Equity.....	27
Access to Records .....	28
Attendance .....	28
Complaints and Appeals .....	29
Course Duration & Progress.....	29
Deferment, Suspension and Cancellation of Student Enrolment .....	30
Emergency .....	31
Issuing of Results .....	32
OH&S .....	32
Privacy .....	33
Recognition of Qualifications (RPL & CT) .....	33
Refund.....	33
Student Discipline/ Misconduct .....	34
Student Support.....	35
Training and Assessment .....	35
LEGISLATION .....	37
The ESOS framework.....	37
STUDENT SUPPORT .....	39

*Welcome to The Academy of International Education (Australia) (“TAIE”). The purpose of this handbook is to introduce you to the services available to you here at the academy, and provide you with some general information about life in Melbourne. If you have any particular questions or requests, the trainers and staff at the Academy are available to assist in whatever way they can.*



# Welcome

As Principal Executive Officer, I welcome you to The Academy of International Education *Australia* (TAIE), and would like to take this opportunity to encourage you to use this guide as an important resource whilst you are studying at The Academy of International Education.

## THE ORGANISATION

The Academy of International Education *Australia* is a Registered Training Organisation that is committed to the delivery of quality vocational education and training to its domestic and international students.

This is achieved by offering innovative and creative courses that are flexible and designed to suit the individual needs of students, employers and industry.

## THE PEOPLE

Our Trainers and Assessors are there to assist you over the duration of your course and are always available by contacting the office.

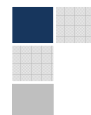
The Student Support Officer is also available to offer support and suggest extra-curricular activities for students to further enrich your life and can be contacted via the office network. Our Office Administration is also here to complement your training and support staff with extensive knowledge of policies and procedures.

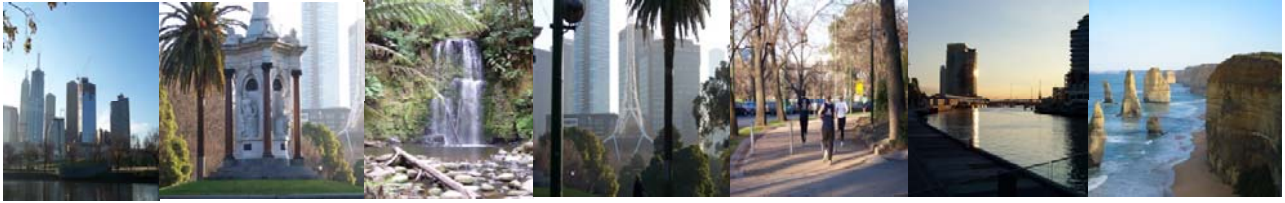
We look forward to working with you to ensure an enjoyable and rewarding relationship.

Regards,

*Michael Cheng*

Principal Executive Officer





## ABOUT US

### The Academy of International Education *Australia*

Provider Number: 21863

CRICOS Provider No: 02819G

#### Contact Details

**Head Office:**

47 Butler Street, Richmond VIC 3121  
AUSTRALIA

E: [info@taie.com.au](mailto:info@taie.com.au)

P: (03) 9429 3188

F: (03) 9429 6388

W: [www.taie.com.au](http://www.taie.com.au)



#### Qualifications Offered in 2013

The Academy of International Education (Australia) offers the following accredited and nationally recognised qualifications to overseas students:

**VET COURSES:**

<b>SIT30907</b>	<b>CERTIFICATE III IN HOSPITALITY (ASIAN COOKERY) (CRICOS No: 069429A)</b>
<b>SIT30807</b>	<b>CERTIFICATE III IN HOSPITALITY (COMMERCIAL COOKERY) (CRICOS No: 069430G)</b>
<b>SIT40507</b>	<b>CERTIFICATE IV IN HOSPITALITY (ASIAN COOKERY) (CRICOS No: 069431G)</b>
<b>SIT40407</b>	<b>CERTIFICATE IV IN HOSPITALITY (COMMERCIAL COOKERY) (CRICOS No: 069432F)</b>
<b>SIT50307</b>	<b>DIPLOMA OF HOSPITALITY (CRICOS No: 069433E)</b>



*Note: All courses are currently being updated to the latest Training Packages (SIT12) to ensure currency.*

**Our Vision**

*“Our success is your success”*

The Academy of International Education (Australia) is committed to the delivery of quality vocational training and assessment to all of our clients.



## Our Mission

Our vision is achieved by offering innovative and creative training programs that are flexible and designed to suit the needs of students, employers and industry.

And by consistently providing superior customer service through the use of quality materials, effective and sustainable work practices, and prompt and courteous service.

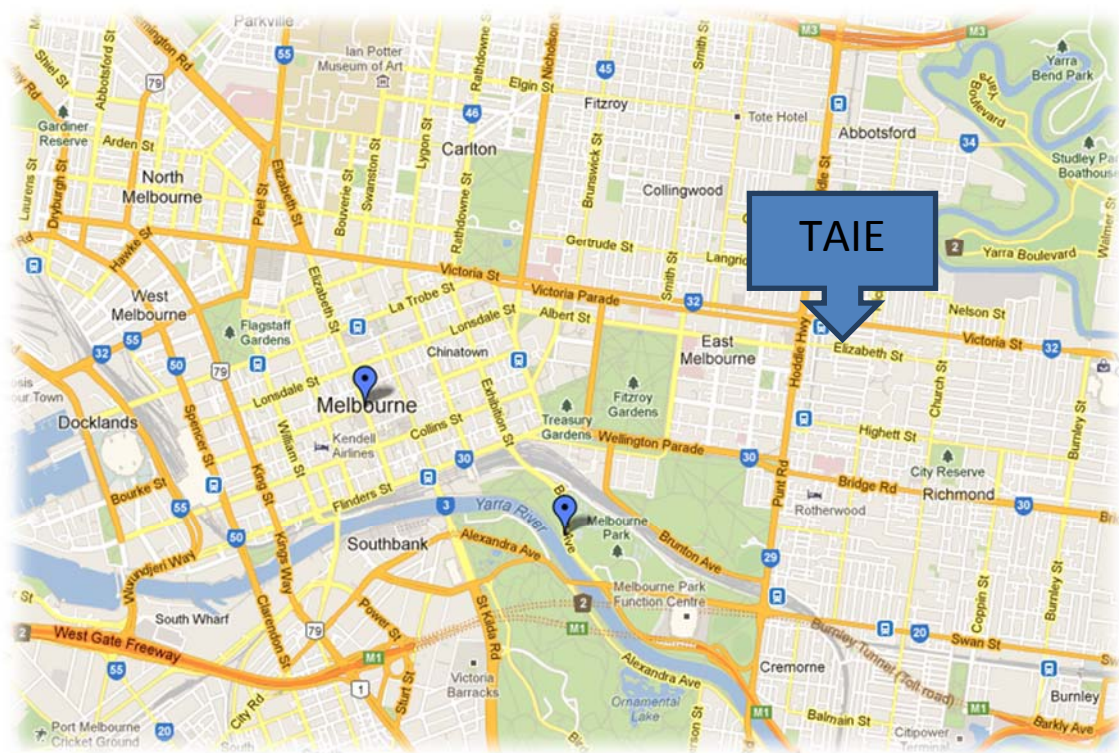
## Our Values

Transformation – Lives  
Achievement – Aspirations  
Innovation – Practices  
Excellence – Expectation

## Location

The Academy of International Education (Australia)'s Head Office is located at 47 Butler Street, Richmond, Victoria, Australia, and all theoretical training will be conducted at this facility.

All practical training in Asian and Commercial Cookery will be conducted at commercial kitchen sites located in Metropolitan Melbourne, which are accessible by local public transport



TAIE's theoretical training rooms are equipped with desks, chairs, whiteboards, overhead projectors, lighting and heating. Student amenities include a kitchen with microwave and refrigerator, common room, as well as male and female restroom amenities.

### **Facilities and Resources**

Some of the facilities and resources provided to TAIE students include:

- Audio visual aids
- Commercial kitchen
- Computer lab with internet access
- Student room



TAIE's Head Office is situated within 10 minutes of Melbourne's CBD and can be accessed via tram, train and/or bus. Students will be able to access a variety of eating establishments and retail shops, as all are within easy walking distance of both training facilities.

Should TAIE purchase or lease new facilities, students will be advised at least 4 weeks prior to any intended re-location of training premises.

## Entry requirements

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

### General requirement

All applicants are selected based on completion of the Application for Enrolment; and

Applicants must be 18 years old or above; and

Applicants with no formal qualification but who can provide evidence of relevant and sufficient work experience may also be considered; and

Completed secondary studies to an Australian Year 10 qualification (or equivalent in your home country); and

Have a proficiency in English language level IELTS 5.5 or its equivalent; and

Must be appropriate applicant to meet the physical requirements of the course to be undertaken. Eg; stand for long periods of time and walk up stairs.



## Student Admission and Enrolment Procedure

When prospective students apply to enter The Academy of International Education (Australia) to study, the Director of Studies at TAIE will assess the applicant's Application for Enrolment by taking into account the educational qualifications (either obtained in Australia or overseas), knowledge and experience of the applicant. The applicant will also be assessed to determine whether they have the required entry level competencies and English language skills (for international students IELTS 5.5 or higher for VET course other than English courses

If an international student cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English course for an appropriate duration until the student achieves an IELTS score of 5.5 or higher.

In a situation where the international student can demonstrate that he or she can communicate in English, but cannot produce any formal English qualification or documented evidence, then the student will be required to complete an IELTS test to achieve an IELTS score of 5.5 or higher. The





participants for each program offered by the academy will be selected in a manner that reflects access and equity principles.

## Student Support Services

TAIE has a Student Support Officer, Mr Jittaphon Roongtrirawattananont (Oi) who is the official point of contact for students and is available to assist students with any issues or problems they may be experiencing with their studies or matters outside of their study that may be causing concern. Should a student require professional counselling, they will be referred to a qualified Counsellor. There is no charge for this referral service. TAIE cares about our students and seeks to ensure your stay with us is not only academically rewarding, but also an enjoyable one. Refer to page 39 for the Student Support Officer contact details.



## Student Orientation / Induction

<p><b>General Rules</b></p>	<p>International Student Information/Induction Manuals            Training Manager names and contact details            Student Support Officer and trainer contact details            Location and amenities available            Accommodation            Break times and class times            Completion of class rolls            Notification for non-attendance or lateness to classes            Policy on theft, drug use and misconduct            Policy on Plagiarism            Student ID Card – take photo            Overseas Student Health Cover            Literacy &amp; Numeracy test            Dress standards            No food permitted in class            No mobile phones permitted in class            Keeping tea room and common room clean and tidy            Routinely check area for hazards            Keeping classrooms clean and free from hazards            General tour of area to identify banks, train, tram, bus stops and eating establishments</p>
<p><b>Policies &amp; Procedures</b></p>	<p>Explain policies and procedures relating to:            Attendance            Academic Progress            Intervention Strategies            Complaints/Appeals            Course evaluations/review            Assessment (including variation &amp; re-assessment)            Disciplinary action            Dress (where applicable)            Issuance of qualifications and Statements of Attainment            Refund policy            Change of details            Privacy policy            Requests for transfer            Deferment, suspension and cancellation            Duration of Study            Recognition of Prior Learning/Recognition of Qualification            All legislation that may affect students            ESOS Act            Student obligations – Code of Conduct            Further study</p>
<p><b>Training Delivery &amp; Assessment</b></p>	<p>All assignments to be submitted by due date attached to form provided            All assessment activities to be completed as per timetable</p>
<p><b>Emergency</b></p>	<p>Critical Incident reporting and process            When to evacuate the area            What do you do? / Where do you go? / Who do you report to?            How do you know you have been accounted for in the class roll call?</p>



<b>Safety</b>	Accident reporting Spills Manual Handling techniques Reporting hazards Appropriate behaviour at class OH&S Representative
<b>Photocopying</b>	Where is the copier? Operational procedure for copying
<b>Computer Use</b>	Computer Usage Policy Internet access

Orientation/induction is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at The Academy of International Education (Australia). In addition, staff will give a tour of the academy and the surrounding area, and an opportunity to ask questions given.



## About the Course

### Language Literacy & Numeracy

A student's language, literacy and numeracy levels are expected to be as described below:

**Reading and writing** – A learner will be able to read, comprehend and write a range of texts within a variety of contexts.

**Oral communication** – A learner will be able to use and respond to spoken language including some unfamiliar material within a variety of contexts.

**Numeracy and mathematics** – A learner will be able to recognise and use some of the conventions and symbolism of formal mathematics including measurement, graphs and simple statistics, use of



maps and directions and an introductory understanding of the use of formulae and problem solving strategies.

## Course Assessment

In general terms assessment during training will involve:

Observation of performance

Case studies / Projects / Assignments / Presentations / Role plays

Written tests and exams

Integrated assessment of some units may occur

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for at least one re-assessment for any competencies not achieved on the first attempt free of charge

## Competencies to be achieved during Training

Competencies to be achieved are detailed in the course brochure.

## Holistic Cookery Experience

Student taking the following courses is required to attend holistic cookery experience. Holistic cookery experience is an essential component of certain VET programs operated at TAIE. When properly integrated with classroom based training or structured workplace learning, holistic cookery experience ensures that training relates more directly to actual competencies required in employment.

**CERTIFICATE III IN HOSPITALITY (ASIAN COOKERY) (CRICOS No: 069429A)**

**CERTIFICATE IV IN HOSPITALITY (ASIAN COOKERY) (CRICOS No: 069431G)**

**CERTIFICATE III IN HOSPITALITY (COMMERCIAL COOKERY) (CRICOS No: 069430G)**

**CERTIFICATE IV IN HOSPITALITY (COMMERCIAL COOKERY) (CRICOS No: 069432F)**

**DIPLOMA OF HOSPITALITY (CRICOS No: 069433E)**

TAIE will identify holistic cookery experience requirements on course marketing materials which will indicate the required hours of holistic cookery experience and TAIE will hold Holistic Cookery Experience Induction Sessions in class times.



## Full Time Study

Australian law requires International students to study at a full time study load. The only reason why you may undertake a reduced study load is because you need to undertake a part-time enrolment to complete a course of study where you need to repeat one or more failed units **for the first time**.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Students in this situation will be guided by the



Director of Studies on what alternative subjects may be available or which subjects they can undertake to ensure they have a 100% full time study load.

## Pathways to Further Study

Graduates of The Academy of International Education (Australia) Diploma courses may seek credits to relevant degree programs in Australian Universities. There is no guaranteed entry into University programs and at this point in time, TAIE has no articulation arrangements in place with Australian universities.

# About Other Requirements

## Student Visa Requirements

According to the Department of Immigration & Citizenship - "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the Department of Immigration & Citizenship's Internet site at <http://www.immi.gov.au>

## Overseas Student Health Cover

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

International students studying in Australia, must purchase an approved OSHC policy from a registered health benefits organisation, commonly referred to as health funds, before applying for your visa. TAIE will arrange OSHC before you come to Australia to cover you from when you arrive, which you will be invoiced for upon enrolment. It is a requirement that OSHC is purchased and maintained for the entire duration of your visa period. You can find out more about OSHC at: [www.medibank.com.au](http://www.medibank.com.au)

## Dependents

Any family members of school age (between 5 and 18 years) living in Australia must attend school in Australia. Dependents of persons holding a student visa are required to pay full fees in any academy, college or university that they enrol in whilst in Australia.

## Change of Address

Upon arriving in Australia you are required to advise The Academy of International Education (Australia) of your residential address and telephone number and of any subsequent changes to your



residential address within 7 days. This is extremely important as TAIE is obliged to serve a notice at your last known address if you breach a student visa condition. It is your responsibility to ensure that you always update your address details at TAIE to ensure you receive important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) Internet site on [www.immi.gov.au](http://www.immi.gov.au).

## LIVING IN MELBOURNE

### Australia

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

### Victoria

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

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

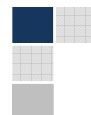
### Melbourne

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

Melbourne is a world-renowned cultural, artistic, financial and communications centre, served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city, including a wide range of cuisines and over 2,300



elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

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

**The city center is on the banks of the Yarra River, 5km from Port Phillip Bay. The city center features world class:**

*Department stores*

*Historical architecture*

*Theatres, galleries and arts centres*

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

Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

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

## Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures:

<i>Spring</i>	<i>September - November</i>	<i>12 - 22 degrees</i>
<i>Summer</i>	<i>December to February</i>	<i>28 - 32 degrees</i>
<i>Autumn</i>	<i>March to May</i>	<i>12 - 20 degrees</i>
<i>Winter</i>	<i>June to August</i>	<i>10 - 15 degrees</i>

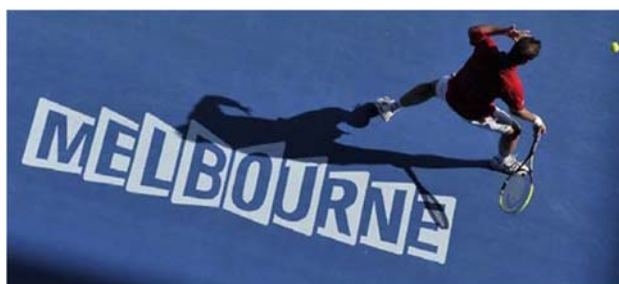
Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

## Festivals

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

## International Sporting Events

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



## Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

## Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system, about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment, but all sectors of Australian education and training provide tuition in many other languages as well.

English, as it is spoken in Australia, is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

## Religion

Australia is predominantly a Christian country however all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.





## Clean, Safe, Cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## Health Care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa, which will be arranged for students on their behalf by The Academy of International Education (Australia) prior to arrival in Australia.

See Student Support for more details

## Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'!

## Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## Transport

With one of the highest standards of living in the world, Australia offers modern transport systems.



Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at news agencies.

Tourist students may drive in Australia on a valid overseas drivers licence, but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

## Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

## Sports & Recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the 2000 Olympic Games in Sydney, the 2006 Commonwealth Games in Melbourne, the Australian Open Tennis Championship and the Grand Prix Motor Race highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

## Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty — national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$400 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by



location, course and lifestyle.

## Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

## A Good Choice for Study

There are more than 80,000 overseas students currently studying in Australia. They have chosen Australia for several reasons:

*Australia has a high quality education system, the equal of any country in the world*

*Australia offers traditional education in reputable institutes, schools and universities*

*Awards from Australian institutions of higher education are recognised internationally*

*Australian universities, colleges and schools have established networks of support to help overseas students*

*The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision*

*Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time*

*Australia is a safe, stable country with a pleasant climate*

## Australia Welcomes Overseas Students

Overseas students are welcomed in Australia because they:

*Contribute to the development of people and institutions both in their home country and in Australia.*

*Contribute to the Australia's research capability*

*Develop cultural, educational and economic links between Australians and people of other nations.*

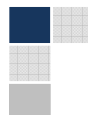
**Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.**

## Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument.

All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills.



Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

## Cost of Living

**Melbourne is a reasonably priced city, providing good quality affordable living and abundant accommodation. Students will need a minimum of AUD\$17,000 to AUD\$20,000 per year (excluding tuition fees) to cover living expenses.**

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

**Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.**

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source:

Food	A\$	Personal Effects/Services	A\$
Milk 1 litre	2.21	Shoes, leather 1 pair	190.95
Bread 1 loaf	4.27 – 5.83	Jeans 1 pair	129.95
Apples 1 kg	4.98	Toothpaste 120g	3.74
Potatoes 1 kg	3.49	Shampoo 200ml	3.73
Beef, lean ground 1 kg	14.00	Polo shirt	109.99
Eggs 1 dozen	4.99	Hairdresser	62.00 -72.00
Cornflakes, plain (375g)	3.96	Newspaper	2.00
Fruit Juice 1 litre	2.29	Cinema ticket	18.00
Rice 1 kg	3.49	Public transport city and inner suburbs	6.22 for a trip

## Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house or you can share a flat or house with other people (an arrangement called “share accommodation”). When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Age newspaper website: [www.theage.com.au](http://www.theage.com.au). Please click on “property”, then click on either “renting” or “sharing” for more information.



Rental properties can also be accessed via [www.realestate.com.au](http://www.realestate.com.au) – this site offers a range of accommodation with various real estate agents throughout Melbourne. Another useful site for renting a place of your own is to visit the Victoria Real Estate Agent website on [www.realestateview.com.au](http://www.realestateview.com.au). This site lists real estate agents by suburb in alphabetical order.

## **Renting an Apartment, Flat or House**

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months).

Make certain that the accommodation is suitable for your needs and that you can afford it. Contact real estate agents close to the area in which you want to live.

The average apartment or flat ranges from \$140 to \$540 per week. You will also pay a bond or security deposit equal to one month's rent. A bond is money you pay to the landlord or real estate agent in case you don't fulfill your responsibilities.

It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfill your obligations under the lease.

## **Sharing an Apartment, Flat or House**

This type of rental accommodation can only be arranged after you arrive in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$75 to \$100 per week).

In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$50 per week).

You will normally record and pay for your own telephone calls. Long distance and international calls are itemized on the telephone bill, so they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$80 to \$230 per week. You will also be asked to pay a bond or security deposit.

## **Hostel Accommodation**



Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others you cook for yourself. You can have your own room at most hostels but this is more expensive than if you are sharing a room with another student. Cost is from \$150 per week and meals are not included. There may be other charges, such as a bond (security deposit) and appliance charges.

## Other Accommodation Issues

If you choose to rent or live in share accommodation or organise a share accommodation house you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called *Renting: Your Rights and Responsibilities*. This booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

You may also be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity, water and telephone turned on. When you leave a rental property it is your responsibility to notify the electricity, telephone water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that you understand all of the papers that you sign.

***Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly.*** If you would like clarification of any documents you have to sign you can ask staff at the Academy for assistance.

## Working in Australia

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. Australian immigration laws allow students to work for a limited number of hours. Students can work up to 20 hours a week while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and can work unlimited hours during scheduled course breaks. However, work is not easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees.

## Employment Rights

There is a range of external agencies where you can ask to assist with employment related issues. Here is a listing of agencies where you can get help:

### 1) WorkCover Authority & Occupational Health

The Victorian WorkCover Authority is the manager of Victoria's workplace safety system, and provides information on Workcover and workplace occupational health & safety issues.

For more information, please visit the website: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au) or contact Victoria WorkCover Authority:



222 Exhibition Street, Melbourne  
Phone: 03 9641 1555  
Toll free: 1800 136 089  
Fax: 03 9641 1222

## **2) Equal Opportunity & Human Rights Commission**

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

Commission Offices:  
Level 3, 204 Lygon Street, Melbourne  
Phone: 1300 891 848  
Fax: 1300 891 858  
Email: [info@veohrc.vic.gov.au](mailto:info@veohrc.vic.gov.au)

## **3) Australian Taxation Office**

Provides information on taxation and superannuation issues. For more details, please visit: [www.ato.gov.au](http://www.ato.gov.au) or contact these Victorian Taxation Offices. Phone 132861 for an appointment.

## **4) Job Watch**

Investigates exploitation in employment and training, and handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: <http://www.jobwatch.org.au/> or contact  
Job Watch:

21 Victoria Street, Melbourne VIC 3000  
Phone: 03 9662 1933  
Toll Free: 1800 331 617  
Email: [jobwatch@jobwatch.org.au](mailto:jobwatch@jobwatch.org.au)

## **5) Legal Aid Commission**

Offers a free legal telephone advice service and can assist with applications for legal assistance. Please visit [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) for more information or contact the following  
Victoria Legal Aid Office:

Melbourne Branch  
350 Queen Street Melbourne 3000  
Phone: 03 9269 0120

## **6) Fair Work Australia**

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to:

- the safety net of minimum wages and employment conditions
- enterprise bargaining
- industrial action
- dispute resolution
- termination of employment
- other workplace matters.

For more information, please visit: [www.fwa.gov.au](http://www.fwa.gov.au) or contact the  
Commission and registry:

Level 4, 11 Exhibition Street Melbourne 3000  
Phone: 03 8661 7777  
Fax: 03 9655 0401



## Money & Banks

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

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia.

All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day.

Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

### Normal Bank Trading Hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

### Banks operating in Victoria:

- ANZ Bank
- Bank of Melbourne
- CitiBank
- Commonwealth Bank
- National Australia Bank
- St George Bank
- Bank of China
- Bendigo Bank
- Westpac
- Hong Kong and Shanghai Banking Corporation

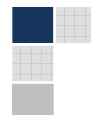
When you open your bank account the bank will ask you for your **Tax File Number (See Applying for a Tax File Number)**.

## Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

## Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.





## Applying for a Tax File Number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one, however, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

## Australian Qualifications Framework Structure

The inverted triangular symbol (the National training logo) that will appear on the bottom of your Certificate tells employers and other stakeholders that you hold a nationally recognised qualification. The diagram below indicates the 16 qualifications of the AQF:

Secondary Education Sector	Vocational Sector	Higher Education Sector
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate  Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctorate (PhD) Masters Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree, Advance Diploma Diploma

## Feedback and review



### PARTICIPANT FEEDBACK

As part of our commitment to Continuous improvement, TAIE is keen to hear from you about your progress in completing your course. You will be provided with a survey on completion of your training to provide feedback on the quality of our training and your progress.

TAIE welcomes any feedback you feel is relevant as we see this as an opportunity to review and improve our policies and practices and to gain insight into participant satisfaction levels. If you wish to provide feedback prior to receiving our feedback survey, you can provide this to your trainer or call our Head Office.





## CODE OF CONDUCT – STUDENT

The following Code of Conduct is intended to ensure that each member of The Academy of International Education (Australia)'s ("TAIE") community enjoys satisfactory conditions in which to study, resulting in benefits for all.

Students are expected to conduct themselves in a manner that will not discredit themselves or TAIE.

Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited:

### 1. **Health & Safety**

Students are required to observe any lawful directions given by TAIE staff members in order to ensure the safety of individuals and the orderly conduct of learning programs in line with Workplace Health & Safety Legislation.

### **TAIE Property**

The property of TAIE, as well as that of individuals, will be respected. The unauthorised entry into, use of, theft of, damage to, or destruction of TAIE buildings, equipment or property is prohibited.

### 3. **Smoking**

Smoking is not permitted in any TAIE owned or operated building.

### 4. **Alcohol, Drugs & Theft**

The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, theft and other infractions which may be carried out.

### 5. **Possession of Dangerous Items**

Students may not use or carry prohibited and/or dangerous articles/weapons whilst training.



## 6. Disruptive Behaviour

The appropriate authority will be called to deal with students who:

- *Obstruct or disrupt any official meeting, ceremony or other activity; or*
- *Refuse to leave TAIE property after being requested to do so; or*
- *Assault or attempt to assault any person whilst training with TAIE*

A formal disciplinary system exists within TAIE. Continued disruptive behaviour may result in students being suspension or expulsion from TAIE.

## 7. Attendance

Students are required to attend all classes. If students will be absent, they are required to inform TAIE by telephone. If the reason for absence is sickness, a medical certificate must be provided in excess of one day.

## 8. Phone Calls

Students are not to receive phone calls during training hours. Important messages are to be left at reception, which will be passed onto the student.

***Mobile phones and pagers must be turned off before training commences, and will be confiscated by trainers until the end of the training session if students are found to be using a mobile phone or pager in class.***

# POLICIES & PROCEDURES

## Access and Equity

The Academy of International Education (Australia) (“TAIE”) is committed to providing its staff, students and clients with equal opportunity to pursue their training and development. This policy and procedure is to be used by TAIE to integrate access and equity principles into its training and assessment activities.

Access and Equity Principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Australian federal and state legislation stipulates that education providers must not discriminate against groups or individuals in any form, inclusive of:

- Age
- Gender
- Marital status
- Race
- Sexuality
- Physical or intellectual disability

TAIE is committed to providing equal opportunity and promoting inclusive practices for all students within the limit of our resources. As a Trainer/Assessor you need to be aware of, and abide by these principles.



Examples of reasonable adjustment may include:  
modifying the premise  
providing interpreters  
using oral questioning rather than written  
modifying or providing additional equipment  
modifying assessment by breaking it into smaller segments

**For more information see:     Access and Equity Policy & Procedure  
(Available on request)**

## Access to Records

The purpose of this policy is to ensure that The Academy of International Education (Australia) (TAIE) provides access to students and staff records in a timely manner.

An individual can only have access to their records, and cannot have access other individual's records.

**For more information see:     Access to Records Policy & Procedure  
Information Request Form – Administration  
(Available on request)**

## Attendance

The Academy of International Education (Australia) ("TAIE") is committed to encouraging its international students to maintain attendance requirements as per standard 11 of the National Code 2007.

### Requirements

Attendance is based on the contact hours attended by a student during a study period being one term

Attendance is analysed on a weekly basis by actual and projected attendance over the term

Students must attend 80% of scheduled course contact hours to achieve satisfactory attendance for the term (*Standard 11.1a*)

Students can maintain satisfactory attendance between 70% - 80% scheduled contact hours over the term if they are maintaining satisfactory academic progress, however will be sent warning letters advising attendance is of a serious concern

Students will be sent a warning letter when their projected attendance for the term starts to fall at 90% and below

Students whose attendance falls below 70% will immediately be advised in writing via an *Intention to Report* letter that they will be reported to the Secretary of DEEWR for unsatisfactory attendance in 20 working days commencing three days after the date of the *Intention to Report* letter and offered access to the *Complaints and Appeals Policy* of the School (*Standard 11.3e, 11.6*)

If the student chooses not to access the *Complaints and Appeals Policy* within the 20 working days commencing three days after the *Intention to Report* letter, withdraws from the process, or the process is completed and results in a decision which supports the TAIE then the School will notify DEEWR via PRISMS that the student has not achieved satisfactory attendance as soon as practicable (*Standard 11.7*).

Students are permitted to attend classes once an *Intention to Report* letter has been sent and during the period of appeal.



**For more information see: Attendance Policy & Procedure**  
**(Available on website)**

## Complaints and Appeals

The Academy of International Education (Australia) (“TAIE”) acknowledges the students’ right to lodge a complaint and appeal when they are dissatisfied with academic or non-academic issues.

TAIE recognises the need for students to have confidence that TAIE will deal with all complaints and appeals in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

**For more information see: Complaints and Appeals Policy & Procedure**  
**Complaints & Appeals Form**  
**External Appeals Form**

**(Available on website)**



## Course Duration & Progress

The Academy of International Education (Australia) (“TAIE”) is committed to maintaining the highest standards in student academic performance, integrity of its courses and academic standard.

The Standards for NVR Registered Training Organisations SNR16 requires learners to receive training, assessment and support services that meet their individual needs. This requirement includes the assessing of learner’s needs and ensuring the learner knows how to access the services they will require to successfully complete their training and assessment.

The National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007, Part D - Standard 10 requires registered providers to systematically monitor students’ progress and to be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements; Standard 11 registered providers systematically monitor students’ compliance with student visa conditions relating to attendance; and Standard 9 requires student monitoring to ensure course completion within the duration specified in the CoE. Under Section 19 of the ESOS Act 2000 the registered provider is required to report students who breach the course progress requirements. The provider must also issue a new CoE when the student’s expected duration of study needs to be extended.

Satisfactory course progress is based on satisfactory assessment results. In the event of any of the following situations, the appropriate Intervention Strategy should be implemented:

- failure to achieve competency in at least 50% of the Units of Competency assessed within the agreed time frame (On Campus and structured workshops – where the student fails to achieve competency in at least 50% of the Units of Competency assessed in a single Term or 2 x 5-week blocks) – Mandatory Intervention Strategy.



- failure to provide assessments by the due date without providing satisfactory reason - Interim Intervention Strategy.
- student does not adhere to mandatory directions or meet the specified outcomes which have been documented and agreed to within an Interim Intervention Strategy Plan - Interim Intervention Strategy or Mandatory Intervention Strategy, or
- student is at risk of not completing a course within the expected duration of study as specified on the CoE or the Training Contract, without a valid reason - Interim Intervention Strategy

**For more information see: Course Duration & Progress Policy & Procedure  
(Available on website)**

## Deferment, Suspension and Cancellation of Student Enrolment

The aim of this Policy is to ensure fair and equitable processes for deferring, suspending or cancelling a student's enrolment, whether initiated as a result of a student request or by The Academy of International Education (Australia) ("TAIE").

TAIE will only grant a deferment of commencement of studies for compassionate and compelling circumstances or misconduct by the student.

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;  
 major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or  
 a traumatic experience which could include:  
 involvement in, or witnessing of a serious accident;  
 witnessing or being the victim of a serious crime when this has impacted on the student.(these cases should be supported by police or psychologists' reports)  
 where TAIE is unable to offer a pre-requisite unit; or  
 inability to begin studying on the course commencement date due to delay in receiving a student visa.

When determining whether compassionate or compelling circumstances exist, TAIE will consider documentary evidence provided to support the claim, and to keep copies of these documents in the student's file.

The final decision for assessing and granting a deferment of commencement of studies is the responsibility of the Director of Studies.

**For more information see: Deferment, Suspension and Cancellation of Student Enrolment  
Policy & Procedure  
Deferment or Cancellation Application Form**

**(Available on website)**



## Emergency

The aim of The Academy of International Education (Australia)'s ("TAIE") Emergency Policy is to have plans in place for contingencies and emergencies, including fire and first aid.

The scope of plans are to be based on identified hazards and risk assessments and include provision for students, visitors, clients, the public and contractors to be informed of fire precautions and emergency procedures. The plans and procedures are to:

- *Be based on identified hazards and risk assessments*
- *Include provision for students, visitors, clients, the public and contractors to be informed of fire precautions and emergency procedures*
- *Recognise TAIE's responsibility for emergency workers who attend their premises to assist in the event of a fire or other emergency*
- *Comply with statutory and company policies, standards and requirements*
- *Have in place competent individuals to ensure:*
  - Maintenance of fire prevention measures*
  - Taking of appropriate action in the event of fires or other emergencies and that these individuals receive instruction and training*
- *Have suitable and sufficient first aid arrangements in place*
- *The provision of advice to staff members on maintaining these to the required standards, in particular where there is a change of use, activity or process*
- *Providing the emergency responses agreed in advance with staff members*
- *Communication and liaison with the emergency services, Fire Authorities and enforcement or registration*
- *The provision of premises that meet statutory requirements and standards*
- *Carrying out fire risk assessment, the implementation of fire safety control measures and compliance with building regulations*
- *The provision of a means of escape that is adequate, accessible and lit in case of emergency*
- *The provision, maintenance, good repair and suitability of built-in fire precautions:*
  - Fire detection and warning systems*
  - Firefighting installations and portable firefighting equipment*

### **Staffs, students and other people working in TAIE are required to:**

- *Familiarise themselves with the fire and emergency instructions, fire precautions and action to be taken on discovering a fire that relates to their place of work / study*
- *Comply with emergency and accident procedures and instructions*
- *Take part in any practice evacuations that are arranged*
- *Report any accidents or incidents in which they are involved*
- *Attend and take part in fire training, as requested*

### **EMERGENCY EVACUATION PROCEDURE**

1. On the sound of a warning bell or on the advice of the Emergency Warden, immediately cease duties and evacuate the building quickly and calmly by the nearest marked exit door and then proceed to the nearest assembly area as directed.
2. All class groups should remain together to assist staff to determine if all persons occupying the facility are accounted for. If away from your usual work area, follow the Warden's instructions. Do not attempt to return to your usual area.
3. If possible, assist any people with special needs to evacuate the building.



On assembling at the designated area, class rolls will be taken. Remain there until given the all-clear or until dismissed by the Emergency Warden. The building must not be re-entered until the all-clear has been given.

**For more information see:      Emergency Policy & Procedure  
(Available on request)**



## Issuing of Results

This Policy is to ensure all students of The Academy of International Education (Australia) (TAIE) are issued with results and certificates for training undertaken, and that a system is maintained to provide notification of results where appropriate.

Results will record all competencies in which the student has enrolled and code results as follows:

<i>Competent</i>	=	C
<i>Not Yet Competent</i>	=	NYC
<i>Credit Transfer</i>	=	CT
<i>Withdrawn</i>	=	W
<i>Recognition of Prior Learning</i>	=	RPL

**For more information see:      Issuing of Results Policy & Procedure  
(Available on request)**

## OH&S

Under the Occupational Health & Safety (OH&S) Act 2004 (VIC), OH&S Regulation 2007 (VIC) and The Academy of International Education (Australia) ("TAIE") has a key responsibility to ensuring the health & safety of staff, students & visitors. TAIE has a duty to provide and maintain so far as practicable, a working environment that is safe and without risks to health and includes:

- safe equipment and systems of work;
- provision, monitoring and maintenance of systems for the safe use, handling, storage and transportation of equipment;
- maintenance of the workplace in a safe and healthy condition;
- provision of suitable working environments and facilities;
- provision of information, training and supervision for all staff & students enabling them to work & study in a safe and healthy manner.

**For more information see:      OH&S Policy & Procedure  
(Available on request)**





## Privacy

The Academy of International Education Australia (TAIE) treats the privacy of its students, and employees very seriously as a matter of respect for each person's fundamental right to privacy of their personal information. This policy document serves to outline TAIE's commitment to privacy in accordance with the Information Privacy Principles (IPPs) set out in the Victorian Information Privacy Act 2000.

**For more information see:     Privacy Policy & Procedure  
(Available on request)**

## Recognition of Qualifications (RPL & CT)

The Academy of International Education (Australia) ("TAIE") acknowledges that one of the most important features of the Australian Skills Quality authority (ASQA) is the recognition of AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations. These may be for a specific unit/s of competency, or may be a complete AQF Qualification, such as a Certificate or Diploma.

The Academy of International Education (Australia) ("TAIE") also acknowledges the skills obtained in prior learning. This is known as Recognition of Prior Learning (RPL). RPL can be applied to reduce the potential course duration and course cost.

To ensure that the process for recognition of prior learning is controlled and conducted in a valid, reliable and fair manner, and establish a system for individuals to be assessed in nationally r **For**

**For more information see:     Recognition of Qualifications/ CT Policy & Procedure  
  Recognition of Prior Learning Policy & Procedure  
  Application for Recognition of Qualification Form (CT)**

**(Available on website)**

## Refund

The aim of the Refund Policy is to be consistent with the requirements of the ESOS Act for international students and to ensure a fair and equitable process for issuing refunds to all students including domestic students.

- *TAIE acknowledges that all students should be encouraged to openly discuss expectations*
- *TAIE acknowledges that situations do arise whereby contracts, on the part of either party, may, as a result of unforeseen circumstances, be deemed unable to be continued*
- *TAIE will promote the principles of fairness, ethics and social justice in all dealings with students seeking refunds*



With these in mind, TAIE will:

- *Incorporate conflict management principles when resolving concerns over the issue of refunds*
- *Develop a refund process that is accessible and simple to follow*
- *Treat all applications for refund in a fair and equitable manner*
- *Advertise our Refund Policy in information given to students*

### International Student

Student visa refused	<i>Full refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) 10 weeks or more prior to commencement of course	<i>75% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) between 0-10 days prior to commencement of course	<i>25% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) on the commencement date or after the course commences	<i>No refund of tuition fees</i>
Student's visa is terminated	<i>No refund of fees for their current semester. Tuition fees paid for future semesters or courses will be refunded less the first 10 weeks fees and 25% of the remaining fees.</i>
The course does not start on the agreed starting date that is notified in the offer letter	<i>Full refund of tuition fees</i>
The course stops being provided after it starts and before it is completed	<i>Refund of unexpended tuition fees where fees have been paid in advance</i>
The course is not provided fully to the student because the institute has a sanction imposed by the government regulator	

**For more information see full policy: Refund Policy & Procedure  
Refund Application Form**

**(Available on website)**

### Student Discipline/ Misconduct

The Academy of International Education (Australia) ("TAIE") will consider principles of natural justice, equal opportunity, honesty and fairness in all its dealings with students.

All participants enrolling in courses at TAIE undertake to comply with expectations of students and to abide by policies and procedures.

### REQUIREMENTS

This policy is underpinned by the following principles:



This procedure is aligned with, and reflects the values that underpin school's teaching and learning practices and reciprocal rights and responsibilities of students and staff as expressed in the Student Induction Manual.

The School must at all times act in accordance with due process and duty of care responsibilities

The resolution process is based on principles of confidentiality, fairness, consistency, consultation and mediation as underpinned by TAIE policies and procedures.

Any student who is the subject of an allegation of an act of misconduct is entitled to be regarded as not having committed the act until they admit to the misconduct or a fair and proper investigation leads to reasonable determination that they committed an act of misconduct.

**For more information see full policy: Student Discipline/ Misconduct Policy & Procedure (Available on website)**

## Student Support

This policy and procedure supports both 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' and Standards for NVR Registered Training Organisations SNR16. This policy ensures that both domestic and international students are given support while studying. This support includes both academic support and personal support.

The following procedures ensure that students are made aware of the support available. The Academy of International Education (Australia) ("TAIE") will conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

All Student Support Services are at no additional cost to the students. TAIE assists students through an orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment.  
Legal services.

Emergency and health services.

Facilities and resources.

Complaints and appeals processes.

For international students, any student visa condition relating to course progress and/or attendance as appropriate.

**For more information see full policy: Student Support Policy & Procedure (Available on request)**

## Training and Assessment

### COMPETENCY BASED TRAINING AND ASSESSMENT

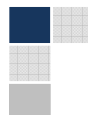
#### Competency Based Training

Competency-based training (CBT) develops the skills, knowledge and attitudes required to achieve competency standards.

The aim of competency-based training is to ensure that vocational education and training programs better meet the needs of industry and Australia's enterprises.

#### Competency Based Assessment

Competency-based assessment (CBA) consists of the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.



In competency-based assessment, a student is judged to be 'Competent' or 'Not Yet Competent' against Units of Competency in a Training Package. If the evidence indicates that a student is competent, the assessor is saying that this person has demonstrated that they have the necessary skill, attitudes and knowledge to effectively perform a function or task to the standard required by an enterprise.

When a person is judged as not yet competent, they may be in need of further coaching or learning opportunities, or they may need to produce more evidence of their skills.

### **Assessment**

TAIE Works towards assisting students to achieve success. This is achieved through a number of strategies:

*Provision of user-friendly learning resources*

*Consultancy services that are focused on assisting the student*

*Availability of additional support when required*

*Provision of information relating to the requirements of the training program, including the assessment details*

*Developing assessment tools that are closely linked to both the training program requirements and the workplace*

### **Objectives of the Assessment Process**

The objectives of the assessment process are:

*To confirm that students have acquired the knowledge and skills identified in the industry competency standards*

*To demonstrate that students are competent to the agreed industry competency standards*

Assessment methods can include, but are not limited to:

**Projects**

**Assignments**

**Written Assessment**

**Written Case studies**

**Multiple choice questions and answers**

**Practical demonstration**

**Simulations**

**Interview**

**Oral questioning**

**Role Plays**

**Observation**

In keeping with the principles and practices of competency based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events. Once students have been assessed against the standards they will receive a "C" for Competent or "NYC" for Not Yet Competent. Not Yet Competent means that students have not met the requirements, and will be given the opportunity to fill any competency gaps to achieve competency.

**For more information see: Training and Assessment Policy & Procedure  
(Available on request)**



# LEGISLATION

## **Laws and Legislation**

TAIE identifies and complies with relevant State or Territory laws including State/Territory legislation where applicable.

The acts relevant to the operation of TAIE include but not limited to:

Information Privacy Act 2000  
Occupational Health and Safety Act 2004 (Vic)  
Occupational Health and Safety Regulations 2007 (Vic)  
Equal Opportunity Act 2010  
Age Discrimination Act 2004  
Disability Discrimination Act 1992  
Equal Opportunity for Woman in the Workplace Act 1999  
The Copyright Act 1968  
The Copyright Amendment (Parallel Importation)2003  
Human Rights and Equal Opportunity Commission Act 1986  
Charter of Human Rights and Responsibilities Act 2006 (Vic)  
Disability Act 2006  
Racial Discrimination Act 1984  
Privacy Act 1988  
Education and Training Reform Act 2006 (Vic)  
Educational Services for Overseas Students (ESOS) Act 2000

## The ESOS framework

### providing quality education and protecting your rights

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 Students (ESOS) Act 2000* and the National Code 2007.

### **Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course  including its location  match the information on CRICOS.

### **Your rights**

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You



should keep a copy of your written agreement.

**The Tuition Protection Service (TPS)** is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

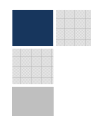
### Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

### Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<input type="checkbox"/> Speak with your provider <input type="checkbox"/> Go to your provider's website
Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	For your ESOS rights and responsibilities	<input type="checkbox"/> <a href="http://www.aei.gov.au">www.aei.gov.au</a> <input type="checkbox"/> ESOS Helpline +61 2 6240 5069
Department of Immigration and Citizenship (DIAC)	For visa matters	<input type="checkbox"/> <a href="http://www.immi.gov.au">www.immi.gov.au</a> <input type="checkbox"/> Phone 131 881 in Australia <input type="checkbox"/> Contact the DIAC office in your country



# STUDENT SUPPORT

The Academy of International Education (Australia) has a Student Support Officer, Mr Jittaphon Roongtrirawattananont (Oi) who is the official point of contact for students and is available to assist students with any issues or problems they may be experiencing with their studies or matters outside of their study that may be causing concern. Should a student require professional counselling, they will be referred to a qualified Counsellor and there is no charge for this referral service. Important contact details for TAIE and emergency services have been provided below. TAIE cares about our students and seeks to ensure your stay with us is not only academically rewarding, but also that an enjoyable one. The student support officer can be contacted on (03) 9429 3698 or email [student.support@taie.com.au](mailto:student.support@taie.com.au).

## Important information and emergency contact:

### **Department of Immigration and Citizenship (DIAC)**

Ground Floor  
2 Lonsdale Street  
Melbourne VIC 3000  
Counter hours: 0900-1600 hours  
Phone: **131 881**

### **Epworth Hospital**

89 Bridge Road  
Richmond Vic 3121  
Phone: **(03) 9426 6666**

### **The Royal Melbourne Hospital**

Parkville VIC 3050  
Phone: **(03) 9342 7000**

### **Emergency Telephone Number**

Police, Fire & Ambulance  
Phone: **000**

### **Medical Centre**

Melbourne City Medical Centre  
242 Exhibition Street  
Melbourne VIC 3000  
Phone: **(03) 9639 9600**

### **St Vincent's Hospital**

41 Victoria Parade,  
Fitzroy VIC 3065, Australia.  
Phone: **(03) 9288 2211**

### **Royal Children's Hospital**

Flemington Road  
Parkville VIC 3052  
Phone: **(03) 9345 5522**

## Other Support Services

**Police/Fire Department/Ambulance** 000

### **24 Hour Counselling Hotlines**

Lifeline 131 114  
Suicide Helpline 1300 651 251

**Aidslines** 1800 133 392

### **Alcohol & Drug Information:**

Directline 1800 888 236  
Family Drug Help 1300 660 068

### **Australian Funeral Directors Association**

Advice Line (03) 9859 9966

### **Australian Search And Rescue**

Aviation Rescue 1800 815 257  
Maritime Rescue 1800 641 792  
Coast Guard Search & Rescue 9598 7003

### **Eating Disorders Foundation of Victoria**

(03) 9855 0318

### **Gay and Lesbian Switchboard Victoria**

(counseling, information and referral  
6-10pm daily, 2-10pm Wednesday)  
(03) 9827 8544

**Interpreting Service** 131 450

**Victoria Legal Aid (VLA)** (03) 9269 0120

**Maternal And Child Health Line** (24 hrs) 132 229

**Womens' Domestic Violence Crisis Service of Victoria** 1800 015 188

**Mensline Australia** (for men with family and relationship concerns) 1300 789 978



Centre Against Sexual Assault 1800 806 292

**Childrens' Services**

Child Abuse Prevention 1800 688 009  
Child Protection 13 1278 (24 Hours)

**Community Legal Centres**

Coburg/Brunswick Community Legal & Financial  
Counselling Centre 78 Bell Street, Coburg 3058  
Ph: (03) 9350 4555  
Footscray Community Legal Centre 220 Nicholson  
Street, Footscray 3011 Ph: (03) 9689 8444  
Flemington and Kensington Community Legal  
Centre 22 Bellair Street, Kensington 3031 Ph: (03)  
9376 4355  
Broadmeadows Community Legal Service Inc.  
180 Widford Street, Broadmeadows 3047 Ph: (03)  
9302 3911  
Fitzroy Legal Service 124 Johnston Street, Fitzroy  
3065 Fitzroy Ph: (03) 9419 3744  
Darebin Community Legal Centre 265 High Street,  
Preston, 3072 Ph: (03) 9484 7753  
Monash Oakleigh Legal Service 60 Beddoe  
Avenue, Clayton North 3168 Ph: (03) 9905 4336  
YouthLaw - At Frontyard 19 King Street,  
Melbourne 3000 Ph: (03) 9611 2412  
Tenants Union of Victoria 55 Johnston Street,  
Fitzroy 3065 Ph: (03) 9411 1444

**Court Network** (information, support & referral  
services, M-F, 9-5) (03) 9603 7433)

**Mens' Referral Service** (for men concerned about  
their anger or violence) 1800 065 973

**Nurse-On-Call** (24 hour health advice and  
information from a registered nurse)  
1300 606 024

**Poisons Information Centre** 131 126

**Quit Line** (stopping smoking) 137 848

**Road Trauma Support Team**  
(Confidential service for people affected by road  
trauma) 1300 367 797

**SANE Mental Illness Helpline** (9-5 M-F)  
1800 187 263

**Mental Illness Fellowship Victoria** (helpline)  
8486 4222

**Teen Challenge Careline** (Youth suicide prevention)  
1300 889 288

**Disability Resource Centre** (HQ) (03) 9481 6646

**Relationships Australia** 1300 364 277

**Melbourne Sexual Health Centre** 1800 032 017





