

International Student Handbook



Stirling Institute of Australia Pty Ltd
RTO ID: 21132
CRICOS ID 03797M
Ph: 1300 790 265
www.sia.edu.au
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VIC 3006

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Table of Contents

Welcome!	5
Introduction	6
Our obligation as your RTO	6
Contact Details	7
Contact information and emergency contacts	7
CRICOS Courses	8
Ringwood Campus	9
Living and studying in Australia	10
Admissions and Enrolment	11
Unique Student Identifier (USI)	13
Visas	14
Visa Conditions	14
Course Transfer	15
Arranging Travel and Documents to Bring	18
Entry into Australia	18
Arriving in Australia	19
Arranging your finances	19
Opening a bank account	19
Accommodation	19
Bringing your Family with You	21
Health	22
Public Transport in Melbourne	23
Working in Australia	24
Living Costs in Australia	24
Budgeting	25
Shopping	25
Clothing	25
Student Orientation and Support Services	26
Welfare services	27
External Support Services	27
Maintaining your Enrolment and Course Progress	28
Attendance	29
Deferral, suspension and cancellation Policy	29
Cancellation of studies	30
Visa Status	30

Change in Visa Status	31
Student code of conduct	32
Legislation and You	34
Education Services for Overseas Students	34
Workplace Health and Safety	34
National VET Regulator Act 2011	35
Privacy Policy	36
Access to Your Records	39
Complaints, Grievance and Appeals Policy	41
Your Feedback	47
Issuing of Certification Documents	47
Fees and Refunds	48
Refunds	50
Outcomes of refund decisions	51
Your Course and Assessment	52
Credit Transfer	52
Recognition of Prior Learning	52
Mode of Study	53
Submitting your assessments	54
Assessment outcomes	54
Reasonable Adjustment in Assessment	54
Appealing Assessment Decisions	55
Student Plagiarism, Cheating and Collusion	55
Critical Incident	56
Definitions	61

WELCOME!

Welcome to Stirling Institute of Australia. We want you to find your time with us enjoyable as well as educational. This handbook outlines our philosophy, regulations, policies and procedures, to help make studying with us easier. Please don't hesitate to ask a trainer or contact info@sia.edu.au.

We're here to help!

We are a Registered Training Organisation, and the qualifications we deliver are nationally recognised.

We believe the best way to learn is to experience. We provide opportunities for all individuals to achieve success on their own terms through our innovative approach to Education and Industry engagement. If you have any suggestions, please don't hesitate to contact us to tell us how we might be able to do things better.

This Handbook provides information about Stirling Institute of Australia, it describes our role in your training and outlines your responsibilities during the program.

We look forward to working with you and wish you every success.



STIRLING

INSTITUTE *of* AUSTRALIA

INTRODUCTION

Stirling Institute of Australia provides Nationally Recognised Qualifications and Government Accredited Courses. We guarantee to meet and, where we can, exceed the standards required by our accreditation as a Registered Training Organisation.

Our aims are to:

- Provide you with quality education to enable you to practice and promote your services in your chosen field
- Assist you to achieve competency
- Provide you with additional resource information

Stirling Institute of Australia Pty Ltd (TOID: 21132 | CRICOS 03797M) also trades as:

- Academy of Hypnotic Science
- Stirling Institute of Counselling
- Stirling Institute
- Stirling Institute of Hypnotherapy
- Stirling Institute of Business
- Stirling Institute of Children's Services

OUR OBLIGATION AS YOUR RTO

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

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

CONTACT DETAILS

Head Office and postal address:

Stirling Institute of Australia
99 Queensbridge Street
Southbank
Vic 3006

Campus Address:

33-37 Heatherdale Road, Ringwood, VIC3134

Phone: 1300 790 265

Email: info@sia.edu.au

Web: www.sia.edu.au

Stirling Institute of Australia is open every weekday, from 9am to 5pm. If you need to contact us after hours, leave a message and as a valued client, we will respond to your call as quickly as we can.

CONTACT INFORMATION AND EMERGENCY CONTACTS

Emergency Main Contact Details - Stirling Institute of Australia

David Youssf – Director of Learning
99 Queensbridge Street, Southbank VIC 3006
1300 790 265
9am – 5pm Monday – Friday
david.youssf@sia.edu.au (out of office hours)

International Student Support Officer:

Student@sia.edu.au

1300 790 265

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881

<https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

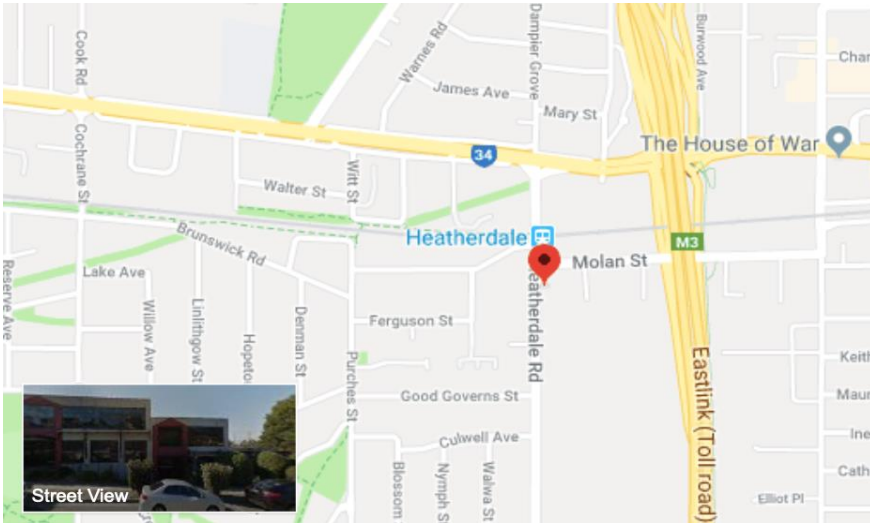
CRICOS COURSES

Course Code and Title	Duration	Summary	Career Outcomes
Certificate III in Early Childhood Education and Care – CHC30121 (CRICOS 108679M)	52 Weeks	This qualification reflects the role of workers in a range of early childhood education settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They support the implementation of an approved learning framework, and support children's wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.	<ul style="list-style-type: none"> o Family day carer o Early Childhood educator o Kindergarten assistant o Nanny
Certificate IV in Ageing Support – CHC43015 (CRICOS 0100802)	52 Weeks	This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based environments.	<ul style="list-style-type: none"> o Aged Care Worker o Care Supervisor o Care Service Team Leader
Certificate IV in Disability – CHC43115 (CRICOS 0100803)	52 Weeks	This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing.	<ul style="list-style-type: none"> o Disability Officer o Disability Support Officer o Personal Care Assistant
Diploma of Early Childhood Education and Care – CHC50121 (CRICOS 108680G)	52 Weeks	This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.	<ul style="list-style-type: none"> o Family day care coordinator o Early Childhood educator o Room leader within ECEC o Centre based manager o Nanny
Diploma of Community Services - CHC52015 (CRICOS 0101361)	52 Weeks	This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.	<ul style="list-style-type: none"> o Case Management worker o Community services Intake worker o Social housing worker
Diploma of Mental - Health CHC53315 (CRICOS 012689B)	68 Weeks	This qualification reflects the role of workers who provide services to clients in relation to mental health issues. They can provide counselling, referral, advocacy and education/health promotion services. These workers are required to have high level specialist knowledge, skills and competencies especially in regard to laws affecting people with mental health issues, the range of services available to them and health issues related to mental health.	<ul style="list-style-type: none"> o Community rehabilitation and support worker o Mental Health outreach worker o Mental health worker o Welfare coordinator

More information about any of the courses listed above, including up to date fees and charges, can be found in our course information brochures on our website www.sia.edu.au

RINGWOOD CAMPUS

33-37 Heatherdale Road, Ringwood, VIC3134



Transport

Melbourne's train network, operated by Metro, services the metropolitan area with 15 train lines. Trains normally run 5am - midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights.

To reach the Ringwood Campus by train, take a train to Heatherdale Station (Belgrave or Lilydale Line). From Heatherdale Station (Belgrave or Lilydale Line), the campus is only a few minutes by walk.

Route Timetables

<https://www.ptv.vic.gov.au/timetables>

Local Medical Centres

The Royal Melbourne Hospital

300 Grattan St, Parkville VIC 3050

thermh.org.au

(03) 9342 7000

Seymour Street Medical & Dental Centre

11 Seymour Street, Ringwood VIC 3134

(03) 9955 0606

Public Facilities:

ATMS, Post Office, Pharmacy, Food Outlets are all found within 200meters from the training rooms.

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download.

Some of the information included on this website is also included in this guide. Another useful website is <https://www.studymelbourne.vic.gov.au/>

Melbourne is rated the world's most liveable city and is known for its cosmopolitan, multicultural communities and excellent cultural, food, fashion and entertainment activities and destinations

High quality vocational education and training institutions offer industry relevant, practical training and skills development in close connections with industry that ensures graduates have the skills demanded by employers. Victorian universities and VET providers also dominate and lead the country in the delivery of educational services offshore and this is testament to the global recognition of the programs.

The Victorian Government provides a unique International Student Care Service which makes it a leader in international student service provision. This service provides support, advice and assistance by multilingual professional staff on health, legal, employment and accommodation services.

[Read more about studying in Victoria at www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Again and again, Melbourne is named among the world's most liveable cities. The title is awarded to the city with the highest score for stability, healthcare, culture and environment, education and infrastructure. When you study in Melbourne, you'll be living in a safe and vibrant city that offers world-class study options, services and the widest range of things to do

Melbourne is the best student city in Australia and the third best student city in the world, according to the prestigious QS Best Student Cities 2018. Key features such as Victoria's high standard and quality of living, vibrant multicultural society and social inclusion attracted 200,000 international students to Victoria in 2017.

Often called Australia's cultural capital, Melbourne is home to the attractions that make the Australian lifestyle so appealing. Melbourne's rank as the 10th best city in the world for 'employer activity' makes it an even more attractive destination.

[Read more about studying in Victoria at https://www.studymelbourne.vic.gov.au/](https://www.studymelbourne.vic.gov.au/)

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne and Ringwood.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

ADMISSIONS AND ENROLMENT

Initial Enquiry stage

- Student enquires about the course through website and or through agents. In receiving an enrolment enquiry or application from an overseas student:
- SIA shall ensure that all applicants are provided course information.
- Course information is provided to the students in print and/or electronically. At a minimum, the information will contain:

The Application Process

The applicants (or an authorised education agent acting on their behalf) can complete the International Student Application Form and provide a completed printed or electronic form to one of our representatives.

All applicants must complete and sign the International Student Application Form to enrol (International) and attach copies of the following supporting documentation:

- Certified copy of the personal details page of your passport
- Certified copy of all academic qualifications, including secondary school studies
- Certified copy of your English language qualification or provide details of your English proficiency
- Additional documents as outlined by the course entrance requirements - e.g. folio, personal statement
- Copies of any previously issued enrolments. Where applicable cancelled CoE/s and/or release letter/s.
- Certified official translation of any document not in English

Note evidence of OSHC Overseas Student Health Cover will need to be provided prior to the start of your course.

Completed applications and supporting documentation are forwarded to the Training Manager by email to students@sia.edu.au or in person or by post at:

99 Queensbridge Street
Southbank
Victoria, Australia, 3006

Selection of Applicants for Admission

Applicants are considered on the basis of one of the following criteria:

- Must be at least 18 years of age or turning 18 years of age prior to the commencement of their course or studies
- Provide evidence of their prior education as stated in the entry requirements for the course in the course brochure

- Meet the minimum English language proficiency requirements. Applicants who do not satisfy this criterion will be recommended to undertake a General English program before applying again. Where students are using qualifications from their home country they can determine equivalency to Year 12 through the Victorian Curriculum and Assessment Authority
<https://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivalents/equiv-yr12.aspx>
- Meet any other specific entry requirements as outlined in the entry requirements for the course in the Course Outline.
- Training Manager, or their delegate, shall enquire and assess whether the applicant's qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought.
- Training Manager, or their delegate, must review the applicant's educational records against the applicable course entry requirements and only accept a student's enrolment where student's educational records satisfy the applicable course entry requirements.
- In the case of an applicant being assessed as below IELTS 5.5 the student may be referred to bridging training or potential ELICOS course enrolment.
- Training Manager, or their delegate, shall inform the applicant that in the event of a referral to another College for English Bridging, the applicant must comply with that institution's enrolment procedures for the English Bridging Course.
- Where an applicant has met the course entry requirements of the Stirling Institute, Training Manager, or their delegate, may commence the Enrolment procedure.

Acceptance of Application

Successful applicants will be notified of their acceptance through a full or conditional Letter of Offer and Written Agreement for Admission. Applicants are required to carefully read the Letter of Offer and Written Agreement, sign and date the Acceptance and Terms of the Offer

The signed and dated Offer of Admission acceptance, certified supporting documentation and payment of initial fees (in \$AUD) are to be forwarded to the Data and Finance Manager. Applicants will be contacted within 5 days with the outcome of their application and to confirm details.

Confirmation of Enrolment

Applicants must accept their offer by signing their Written Agreement and making their deposit payment.

Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment (CoE), the CoE is required prior to issuing of a student visa by the Department of Immigration and Border Protection (DIBP).

- Signed and dated Offer of Admission acceptance (Written Agreement)
- Certified copies of supporting documentation
- Payment of initial fees in \$AUD

Administration Process at Enrolment

As far as possible all applications and course enquiries will be dealt with in 5 days.

All correctly completed application forms that do not require closer evaluation or additional information will be "processed within 5 working days. Where additional information or evaluation is required it will be requested and/or evaluated within 15 working days.

Students will be formally enrolled, and a student number allocated on the student orientation day.

A formal induction of students will occur prior to the commencement of classes. Stirling Institute will advise students of the possibility of:

- receiving an NCVET survey;
- receiving an invitation to participate in a Department endorsed project;
- receiving an invitation to participate in the Department's annual student outcome survey; and/or
- being contacted by the RTO's regulators (or persons authorised by the Regulator) for audit, review or investigation purposes

Appeal

- A student may appeal against a decision made with respect to admission or enrolment process/outcome and the appeal must be lodged in writing according to the processes for appeals as detailed in the Complaints and Appeals Policy and Procedure.
- Students have the right to appeal any decision made by Stirling Institute's administration under this policy. Students must lodge their appeal within 20 days of the decision being made.
- The affected parties will have access to Stirling Institute's Complaints and Appeals processes if they think that the decisions made by appropriate authorities are not just and fair in their opinion.

UNIQUE STUDENT IDENTIFIER (USI)

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

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

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose. If you would like to create your own USI once in Australia, please visit:

<https://www.usi.gov.au/students/create-your-usi>. We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

VISAS

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:

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

This document 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, or Stirling Institute of Australia Pty Ltd has a range of education agents who can assist you with the process of applying for a course at Stirling Institute of Australia Pty Ltd, including assistance with visas.

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

COURSE TRANSFER

Stirling Institute of Australia Pty Ltd does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in the Course Transfer Policy and Procedure.

When a student wishes to transfer from Stirling Institute of Australia Pty Ltd before completing six months of their principal course, Stirling Institute of Australia Pty Ltd assesses this request according to this Course Transfer Policy and Procedure.

When a student wishes to transfer to another course within Stirling Institute of Australia Pty Ltd, Stirling Institute of Australia Pty Ltd assesses this request according to this Course Transfer Policy and Procedure.

This ensures compliance with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

All decisions made by Stirling Institute of Australia Pty Ltd with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and consider the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

Stirling Institute of Australia Pty Ltd will not knowingly enrol a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:

- the student has completed six months of their principle course or course package;
- the original registered provider has released the student on PRISMS;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Stirling Institute of Australia Pty Ltd will not actively recruit a student enrolled with another provider before the student has completed six months of their principle course or course package.

Transferring to another registered provider

For Stirling Institute of Australia Pty Ltd students seeking to transfer to another registered provider's course of study, a letter of release from Stirling Institute of Australia Pty Ltd is required. This will be granted in any of the following circumstances:

Where it is considered that the course that the student wishes to transfer to;

- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.

The student can provide evidence that his or her reasonable expectations about the current course are not being met.

Where a student has provided evidence that he or she was misled by Stirling Institute of Australia Pty Ltd or migration agent regarding the provider or its course which is in breach of the ESOS Act.

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered and a release to be provided on PRISMS, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

There is no cost in releasing students on PRISMS. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Stirling Institute of Australia Pty Ltd 's *Fees and Refunds Policy and Procedures*.

Transferring to another course offered by Stirling Institute of Australia Pty Ltd

Students may transfer to another course offered by Stirling Institute of Australia Pty Ltd in the following circumstances:

Where it is considered that the course that the student wishes to transfer to;

- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or

Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Stirling Institute of Australia Pty Ltd will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application. The cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Stirling Institute of Australia Pty Ltd 's Fees and Refunds Policy and Procedure

Visa advice

All students who are either considering a course transfer, or have been granted a release on PRISMS, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

Appeals

Where the decision is made to refuse a course transfer or Stirling Institute of Australia Pty Ltd does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Stirling Institute of Australia Pty Ltd 's Complaints and Appeals process within 20 working days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

Records

All records relating to internal course transfers will be kept on a student's file.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne (Victoria, Australia) at least 2 weeks before your course orientation to give you time to settle in.

<https://www.melbourneairport.com.au/> is the closest international airport to the training centre.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies (OSHC)
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications, as advised by Stirling Institute of Australia Pty Ltd, 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. In case you lose the originals, make copies that can be left behind with family and sent to you.

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 stamped and 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. 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 is not safe, they will confiscate and destroy it. 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.

If you want further information, visit the Australian Department of Agriculture and Water Resources website at <http://www.agriculture.gov.au/travelling>

ARRIVING IN AUSTRALIA

Getting from the airport to your accommodation

Melbourne Airport [Website](#) provides you with detailed options for transferring from the airport to your accommodation. You can also use Skybus www.skybus.com.au to transfer to Southern Cross Station in the centre of Melbourne.

Stirling Institute of Australia does not offer an airport pick up service. You will need to organise your own transfer.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should 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 exchange your money into Australian dollars before you arrive but if you haven't you will need to exchange some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also exchange money into Australian dollars at any bank or currency exchange place. 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.

Find out more about living costs in Australia and other important information by visiting <https://www.studyinaustralia.gov.au/english/live-in-australia>

OPENING A BANK ACCOUNT

You will need to take your passport and any other forms of identification into the bank with you. It is a good idea for you to take something verifying you are a student in case you are eligible to open a student account. You will also need to apply for a Tax File Number (TFN) on the Australian Taxation Office (ATO) website and take that with you to open your account

ACCOMMODATION

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you are in Australia. Temporary accommodation could be a hotel

or hostel. Temporary and long-term accommodation can be found through <https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner.

<https://www.homestaynetwork.org/melbourne-pricing/>

It is important to remember that as an International Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights.

Consumer Affairs Victoria has a specific page for international students at:

<https://www.consumer.vic.gov.au/internationalstudents>

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (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 <https://www.homeaffairs.gov.au>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare \$70AUD to \$185.00AUD per day
- Family day care \$6.00 to \$17.00 per hour
- Nannies \$15AUD to \$35 AUD per hour
- Au pairs (living in your home) \$170AUD to \$250AUD per week plus agency fee

Find out more at:

<https://www.careforkids.com.au/child-care-articles/article/77/how-much-does-child-care-cost>

For school children, current average cost per year for primary school years (Prep to grade 6) are \$11,398 for 2018 per child and between \$15,000 - \$17,000 per child for secondary school years (Years 7 – 12). Private schools may cost more.

To find out more about costs go to:

<https://www.study.vic.gov.au/Shared%20Documents/en/StandardTuition-FeeRateCard.pdf>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as of 1st February 2018 as:

- AUD\$20,290 a year for the main student (you);
- AUD\$7,100 a year for the student's partner or spouse;
- AUD\$3,040 a year each of the student's child.

HEALTH

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 and address and telephone number.

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

Fire

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

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to 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 international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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

Australian Health Management OSHC <https://ahm.com.au/>

BUPA Australia <https://www.bupa.com.au/health-insurance/oshc/cover>

Medibank Private <http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx>

NIBOSHC <http://www.nib.com.au/home/newtonib/overseasstudents/Pages/overseasstudents.aspx>

People care Health Limited <https://allianzassistancehealth.com.au/en/student-visa-oshc/>

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Aged Care [Overseas Student Health Cover \(OSHC\) Resources](#).

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

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

PUBLIC TRANSPORT IN MELBOURNE

Myki is Melbourne's ticket system to travel on the city's trains, trams and buses in Zones 1 and 2, and V/Line services. It is a durable smartcard that stores value and can be used over and over again.

Details of Myki Fares are available on the Public Transport Victoria [website](#).

You can buy a myki from:

1. Any retailers where you see the myki sign
2. All 7-Eleven stores
3. The customer service centre or ticket window at Premium Stations
4. Myki machines (full fare myki only) at all metropolitan train stations and some accessible tram stops and bus interchanges
5. Online at: myki.com.au
6. By calling: 1800 800 007

For more information on myki and Melbourne's public transport system, please visit;

<https://www.ptv.vic.gov.au>

WORKING IN AUSTRALIA

From 1 July 2023, student visa holders can work no more than 48 hours a fortnight while studying. Student visa holders have no work restrictions when their course of study or training is not in session. These restrictions allow students to focus on obtaining a quality Australian education and qualification, while also gaining valuable work experience and contributing to Australia's workforce needs.

Any student who is unsure of their pay and entitlements or believes they have been underpaid while working in Australia can contact the Fair Work Ombudsman, free of charge, for information and assistance recovering unpaid entitlements.

The Fair Work Ombudsman's Fair Work Infoline on 13 13 94 has a translation and interpreter service available and their website at www.fairwork.gov.au has professionally translated material as well as a translator plug-in.

Visit the following website to find out more about working in Australia, including how to find a job.

<https://www.studymelbourne.vic.gov.au/employment-and-work>

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international 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.

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

From 1 February 2018, the basic rate of living costs under the Migration regulations increased. Under these regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD\$24,505 a year for the main student (you);
- AUD\$8,574 a year for the student's partner or spouse;
- AUD\$3,670 a year for each student's child.

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

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 the [Living and education costs | Study Australia](#) .

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable. It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at <https://www.moneysmart.gov.au/>

SHOPPING

All Australian major town centres and capital cities have shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

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

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

- loaf of white bread – AUD\$2.40 to AUD\$4.90;
- two litres of milk – AUD\$3.10 to AUD\$4.30;
- box of breakfast cereal – AUD\$3.00 to AUD\$6.50;
- jar of instant coffee – AUD\$3.00 to AUD\$7.00;
- bottle of soft drink – AUD\$1.50 to AUD\$3.85;
- bottle of shampoo – AUD\$2.50 to AUD\$7.50;
- bar of soap – AUD\$1.50 to AUD\$3.75;
- one apple – 98 cents to 1.38 cents;
- one banana – 63 cents to 1.08 cents;
- beef (500 grams) – AUD\$7.00 to AUD\$9.00; and
- chicken (500 grams) – AUD\$7.50 to AUD\$8.50

CLOTHING

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

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

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program

Pre-arrival	<ul style="list-style-type: none"> • Student handbook • Written agreement • Course outline • Website
Orientation day 1 On campus	<ul style="list-style-type: none"> • Campus facilities and student amenities • Important dates and academic calendar • Academic requirements and processes • Students fees and administration • Student responsibilities, rights and code of conduct • ESOS Framework • Student support and support services • Language support services • Critical incident policy and procedure • Emergency and health services • Complaints and appeal processes • Legal services and referrals • Australian workplace and overseas student rights and obligations • Local information and guides
Orientation day 2 Meet at campus travel to city	<p>Cultural immersion experience</p> <ul style="list-style-type: none"> • Visit state library • Study Melbourne • Learn about traffic, food, shopping • Practice buying food and using transport
Orientation day 3 On campus	<p>Pre-Training review</p> <ul style="list-style-type: none"> • LLN assessment • Develop individual academic plan

The enrolment forms and pre-training review you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Receiving English language support.
- Review of learning materials with the student and providing information in a context they 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.

Contact us at any time on 1300 790 265 to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international 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.

Services will be provided at no additional cost to the student.

Contact us at info@sia.edu.au for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506

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

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of the following

www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws

www.legalaid.vic.gov.au

Lifeline

Telephone: 13 11 14

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.

Reach Out

Website: www.reachout.com.au

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

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

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

Stirling Institute of Australia Pty Ltd will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Stirling Institute of Australia Pty Ltd decision to report you to DHA. However, an appeal will only be considered if Stirling Institute of Australia Pty Ltd has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

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

- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Stirling Institute of Australia Pty Ltd considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Stirling Institute of Australia Pty Ltd because of a circumstance such as being involved in a car accident.

Where a student-initiated deferral or suspension of enrolment is granted, Stirling Institute of Australia Pty Ltd will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

CANCELLATION OF STUDIES

Students may initiate cancellation of their studies at any time during their course.

International students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Stirling Institute of Australia Pty Ltd Transfer of Students Policy and Procedure.

Stirling Institute of Australia Pty Ltd may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.

Cancellation of the international student's enrolment due to unsatisfactory course progress or attendance will be handled as per Stirling Institute of Australia Pty Ltd Course Progress and Monitoring Policy and Procedures.

VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Stirling Institute of Australia Pty Ltd will notify DHA via PRISMS of the change in enrolment status.

Where a student accesses the Complaints and Appeals process, Stirling Institute of Australia Pty Ltd will not notify DHA via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DHA will still be notified via PRISMS.

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

Once the DHA has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.

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

Where Stirling Institute of Australia Pty Ltd initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Stirling Institute of Australia Pty Ltd 's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well-being; has engaged or threatens to engage in behaviour that is

reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Students may choose to access an external appeal process as per Stirling Institute of Australia Pty Ltd 's Complaints and Appeals Policy and Procedure. In the case of an external appeal, Stirling Institute of Australia Pty Ltd is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.

In relation to suspension, Stirling Institute of Australia Pty Ltd will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

Stirling Institute of Australia Pty Ltd provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the Student Handbook and at orientation.

Students may access all relevant forms for deferral or suspension through Stirling Institute of Australia Pty Ltd web site www.sia.edu.au or by direct request.

Standards of behaviour required are outlined in the International Student Handbook.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended, or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Stirling Institute of Australia Pty Ltd 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 DHA web site (<https://www.homeaffairs.gov.au/>) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

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

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

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

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

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

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Stirling Institute of Australia Pty Ltd 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 Stirling Institute of Australia Pty Ltd on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with Stirling Institute of Australia Pty Ltd are expected to:

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

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

EDUCATION SERVICES FOR OVERSEAS STUDENTS

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

<https://www.studyaustralia.gov.au/en/tools-and-resources/news/protecting-the-international-student-experience>

If you are unable to access this information, contact us via email or phone and we will provide the information to you. You also have certain rights and responsibilities under the following legislation as discussed below.

WORKPLACE HEALTH AND SAFETY

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

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

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

Harassment, victimisation or bullying

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

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

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

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

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

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

Equal opportunity

The principles and practices adopted by Stirling Institute of Australia Pty Ltd aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Stirling Institute of Australia Pty Ltd.

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

Stirling Institute of Australia Pty Ltd 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.

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

PRIVACY POLICY

Personal information is collected from individuals in order that Stirling Institute of Australia Pty Ltd can carry out its business functions. Stirling Institute of Australia Pty Ltd only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Stirling Institute of Australia Pty Ltd complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the RTO operates. This means Stirling Institute of Australia Pty Ltd ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about *Stirling Institute of Australia Pty Ltd* if they consider that their personal information has been mishandled.

Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions. The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- for international students, current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
- Information about any terminations for change to identity and duration of the course for international students
- English language proficiency for international students, including the name of the test and the score received
- visa information for international students, including the DHA office where the visa application was made and current local DHA office
- passport information for international students including whether the student was in Australia when they became an accepted student
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- breaches of student visa conditions relating to attendance and/or course progress
- fees and payment information
- information required for the issuance of a USI.

Unique Student Identifiers (USI)

All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to *Stirling Institute of Australia Pty Ltd* upon enrolment. Alternatively, *Stirling Institute of Australia Pty Ltd* can apply for a USI on behalf of an individual.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When *Stirling Institute of Australia Pty Ltd* applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar.

This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

In order to create a USI on behalf of a student, *Stirling Institute of Australia Pty Ltd* will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs

- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- schools for the purposes of delivering VET courses to the individual and reporting on these courses
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law.

The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore *Stirling Institute of Australia Pty Ltd* will be unable to issue a qualification or statement of attainment.

Storage and use of information

Stirling Institute of Australia Pty Ltd will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.

Stirling Institute of Australia Pty Ltd may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Disclosure of information

The personal information about students enrolled in a Course with *Stirling Institute of Australia Pty Ltd* may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), DET, TPS and DHA, *Apprenticeship Network Provider*, *State Training Authority (VRQA)*, *Skills First*, and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Stirling Institute of Australia Pty Ltd will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- *Stirling Institute of Australia Pty Ltd* believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- 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 public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within *Stirling Institute of Australia Pty Ltd* can do so by following *Stirling Institute of Australia Pty Ltd*'s Complaints and Appeals Policy and Procedure.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that *Stirling Institute of Australia Pty Ltd* 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 we hold in your file, you must make a request in writing to student support. There is no charge to access your records

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

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 student. Access will occur in the presence of a *Stirling Institute of Australia Pty Ltd* staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

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.

Notifying you if things change

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

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

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

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

COMPLAINTS, GRIEVANCE AND APPEALS POLICY

This policy/procedure supports Stirling Institute of Australia (Stirling Institute) commitment to provide a process for complaints and appeals to be heard and actioned appropriately. All complaints and appeals received by Stirling Institute will be viewed as an opportunity for continuous improvement.

Stirling Institute recognises complaints may occasionally arise that require informal and formal resolution. The following procedures provides students the opportunity to have any issues relating to a complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

Nature of complaints and appeals

1. Stirling Institute of Australia Pty Ltd responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Stirling Institute of Australia Pty Ltd.
 - Any student or client of Stirling Institute of Australia Pty Ltd.
2. Complaints may be made in relation to any of Stirling Institute of Australia Pty Ltd's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
3. An appeal is a request for a decision made by Stirling Institute of Australia Pty Ltd to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Stirling Institute of Australia Pty Ltd

General Information

Stirling Institute's Student Complaints, Grievances and Appeals Policy and Procedure applies to all complaints, grievances and appeals managed by Stirling Institute, either informally or formally.

There are four (4) phases in the Stirling Institute's Student Complaints, Grievances and Appeals Policy & Procedure:

- **Phase 1:** Informal Discussion
- **Phase 2:** Formal Complaint
- **Phase 3:** Internal Appeal
- **Phase 4:** External Appeal

All students or potential students can access each of the four phases at any time. However, it is strongly recommended that each phase of the policy is completed before escalating to the next phase.

Phase 1: Informal Discussion

- The student is encouraged to raise the concern directly with person/s involved. For example, if the grievance is about fees, the concern should be discussed in the first instance with the Finance Manager.
- A grievance about an assessment task should be discussed in the first instance with the trainer.
- An informal discussion should take place directly between the relevant person(s) as soon as possible. The student may choose to be accompanied or assisted by a support person during the informal discussion phase.
- If the student has attempted to resolve the issue directly with the relevant person(s) and is not satisfied with the outcome or does not wish to directly approach the person(s) concerned, the student should discuss the grievance with the Training Manager as soon as possible.
- The Training Manager will consider the issue and may suggest a course of action to resolve the issue or attempt to mediate between the student and the person(s) concerned.
- The student and other person(s) directly involved will be advised in writing of the outcome within ten (10) working days from the time the grievance was raised with the Training Manager.
- A record of the discussion and its outcome will be placed on Stirling Institute's Feedback, Complaints Grievance Register by the Training Manager.
- If the student is not satisfied with the outcome, the student can escalate their grievance to Phase 2 under this policy.

Phase 2: Formal Complaint

- In the second phase, the informal discussion (i.e. Phase 1) escalates to a formal process. The complaint involves the student lodging a written complaint. The Complaint will be investigated by the Training Manager or delegate if the Training Manager is included in the complaint.
- The student completes a Form 19 Students Complaints and Appeals Form or submits a letter to the Training Manager at Stirling Institute.
- The student receives written acknowledgment of the complaint within ten (10) working days of the Complaint lodgment.
- The Training Manager investigates the complaint and seeks to resolve it within twenty (20) working days of it being received by the Training Manager.
- The student receives written notification of the outcome of the investigation within five (5) working days of finalising the investigation of the complaint.
- If the student is not satisfied with the outcome, the student can escalate the complaint to Phase 3 under this policy.
- To proceed to Phase 2, the student MUST provide the following information in writing:
 - details of the complaint;
 - supporting information that the student wishes to have considered;
 - an explanation of the steps already taken to try to resolve the issue informally and why the responses received are not considered satisfactory; and
 - What the student thinks needs to be done to address their concerns.
- As part of investigation process, the Training Manager will discuss the issues with the person(s) concerned, and if required, may discuss it with relevant staff observing the appropriate confidentiality. A meeting with the student may be arranged to enable the student to formally present their complaint. The student may be accompanied or assisted by a support person at any such meeting.
- If the Training Manager considers that the complaint should be upheld, then relevant staff will be notified immediately to implement the actions required to resolve the complaint. The student will be provided with a written report of the steps taken to address the complaint within twenty-five (25) working days of the commencement of the complaint process.
- If the complaint is not upheld, then the student will be given a written report on the reasons for the decision. The student will also be advised of their right to access the Internal Appeals Process if not satisfied with the outcome of the formal complaint and lodge this within twenty (20) working days of the Phase 2 decision notification. The student is to notify Stirling Institute of their decision not to proceed within 20 working days
- The Training Manager will file a written record of the complaint and its outcome in the Stirling Institute's Feedback, Complaints Grievance Register.

Phase 3: Internal Appeal

- If the student is not satisfied with the outcome from phase 2, the student can escalate the complaint to phase 3 under this policy. This phase is referred to as an Internal Appeal and it will be investigated through a formal process at no cost to the student. The Internal Appeal will be investigated by the Director of Learning.
- The student submits a written request for an internal appeal using Form 19 Students Complaints and Appeals Form, or submits a letter or email to the Director of Learning within twenty (20) working days of receipt of the written report from Phase 2;

The Director of Learning may:

- make a determination based on the information already provided;
- decide that there are insufficient grounds to take any further action, thus concluding the consideration of the matter under this Internal Appeal Phase; or
- establish an Internal Appeal Review Panel.
- If the decision is made to establish an Internal Appeal Review Panel, the Director of Learning convenes the Panel within 10 working days of receipt of the Appeal Request Form;
- The Internal Appeal Review Panel meets within 10 working days of receipt of the Appeal Request Form;
- The student is given at least 5 working days of notice in advance of the Internal Appeal Review Panel meeting;
- The student receives written notification within 10 working days of the Panel's decision;
- If the student is not satisfied with the outcome, the student can escalate the complaint to Phase 4 under this policy.
- The Internal Appeal Process will consider all relevant information. The student may attend and be accompanied by a support person who may speak on the student's behalf. If the complaint which is the subject of the appeal involves other person(s), they will also be invited to present their case to the Panel. A written record of the meeting must be taken.
- The student will be notified in writing within ten (10) working days of the decision of the Internal Appeal Review Panel. If the appeal is upheld, the student will be informed of the action to be taken to resolve the matter. Stirling Institute will immediately implement any decision and/or action required.
- If the Complaint is not upheld, the student will be given a written report including the reason/s for the decision and advising the student of their right to access the External Review Process.
- The Director of Learning will file a written record of the Complaint and its outcome in the Stirling Institute Feedback, Complaints Grievance Register.

Phase 4: External Appeal

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

For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

Stirling Institute of Australia will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The Director of Learning will ensure that any recommendations made are implemented as soon as practicable of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

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

- **Phone:** 13 38 73 select Option 4, Monday–Friday, 8am to 6pm nationally.
- **Email:** ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Stirling Institute of Australia's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about Stirling Institute of Australia in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

If an appeal is against Stirling Institute's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Stirling Institute only needs to await the outcome of the internal appeals process (supporting Stirling Institute) before implementing its decision to change the student's enrolment status.

If any student (complainant) is not satisfied with the outcome of the formal complaint and appeal process they can escalate the complaint to ASQA at:

- Web: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>
- Email: asqanet@asqa.gov.au
- Call: ASQA info line on 1300 701 801

Where a decision or outcome is in favour of the student Stirling Institute shall follow the required action and recommendations from the Ombudsman to satisfy the student's complaints as soon as practicable.

The decision of the independent mediator is final; however, it does not limit the rights of individuals to take action under Australia's Consumer Protection Laws. Also, this policy and procedure does not circumscribe an individual's rights to pursue other legal remedies.

Enrolment status

The enrolment status of student will be handled as follows:

For international students, Stirling Institute of Australia Pty Ltd will maintain a student's enrolment throughout the internal appeals processes without notifying DHA via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Stirling Institute of Australia Pty Ltd maintains the student's enrolment as follows:

- If the appeal is against Stirling Institute of Australia Pty Ltd 's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Stirling Institute of Australia Pty Ltd 's decision to report.
- If the appeal is against Stirling Institute of Australia Pty Ltd 's decision to defer, suspend or cancel a student's enrolment due to misbehavior, Stirling Institute of Australia Pty Ltd will notify DHA via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

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

<https://www.asqa.gov.au/students/complaints>

Records of Complaints and Appeals

A register of all Complaints and Appeals lodged is maintained confidentially by the relevant Stirling Institute staff and includes:

- Names of relevant parties
- The complaint being made / decision being appealed
- Outcome of the complaint / appeal (including reasons, in the case of an appeal)
- The name and position of the person/s making the decision

At all stages of the complaints and appeals process, including any discussions, will be recorded in writing and available to the complainant or respondent if requested.

All records relating to complaints and appeals will be kept for a period of five (5) years. Any records or documentation is to be kept strictly confidential and stored securely in the Student Management System (VETtrak).

YOUR FEEDBACK

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

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone and throughout feedback surveys conducted throughout your training program.

ISSUING OF CERTIFICATION DOCUMENTS

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) 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.

Stirling Institute of Australia Pty Ltd reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Stirling Institute of Australia Pty Ltd is not permitted to do so by law.

Stirling Institute of Australia Pty Ltd must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and 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. Refer to the current Fees, Charges and Refund Policy for the current fee.

FEES AND REFUNDS

Protection of fees paid in advance

Stirling Institute of Australia Pty Ltd protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

All prepaid course fees will be held in a separate bank account that can only be drawn down when the student commences. The course 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 a full and timely way without impact on the financial operations of the business or recourse to the tuition protection system.

Stirling Institute of Australia Pty Ltd pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline, website and on the Student Written Agreement/Statement of Fees. In compliance with the Standards.

For all students, fee information is always provided prior to enrolment. Fee information provided to international students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Deposits and refund information and conditions relating to these
- The learner's rights as a consumer including any cooling off period

Refund information is outlined in the Student Written Agreement and in this Student Handbook. It can be accessed in full on our website.

For International students - fees will only be collected once a signed copy of the signed Student Written Agreement is received by Stirling Institute of Australia Pty Ltd.

Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

Course fees include one copy of the required text books and learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. If textbooks / student workbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Student Agreement where applicable.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable.

Course fees do not include Overseas Student Health Cover.

Late payments

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

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Stirling Institute of Australia Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will be reported to DHA via PRISMS under student default.

Refunds

All course fees, include a non-refundable enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation where Stirling Institute of Australia Pty Ltd is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

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

Refunds

For international students, eligibility for a refund will be assessed as follows:

Situation		Eligible Refund
1	Enrolment Fee	Non-refundable
2	Student Visa refused prior to course commencement	<p>Full refund of tuition fee not including enrolment fee.</p> <p>The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:</p> <p>the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p>
3	Student withdraws from course at least 10 weeks prior to agreed start date (student default)	Full refund (tuition + material fee) not including enrolment fee
4	Student withdraws from course less than 4 weeks prior to agreed start date (student default) due to not meeting the conditions included in the Letter of Offer	80% refund (tuition + material fee) not including enrolment fee
5	Student withdraws from course less than 4 weeks prior to agreed start date (student default)	50% refund (tuition + material fee) not including enrolment fee
6	Student withdraws from course on or after the agreed start date (student default) and they have paid for course delivery that have not yet commenced	<p>No refund of tuition commenced, material and enrolment fee. Course delivery that has not been commenced will be refunded at 80%</p> <p>Exemption may apply under Compassionate or compelling circumstance</p>

	Situation	Eligible Refund
7	Student Visa cancelled due to actions of the student	No refund of tuition or enrolment fee
8	Student leaves the course without notice	No refund and the balance of outstanding fee for current Term/ Semester to be invoiced to the student
9	Course withdrawn by Stirling Institute (before the agreed start date)	Full refund including enrolment and material fee
10	Stirling Institute is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
11	The course is not provided fully to the student because Stirling Institute has a sanction imposed by the government regulator	Return of unused tuition fees
12	Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
13	Student Visa extension is refused by DHA	Return of unused tuition fees
14	Compulsory Health Insurance (Student Visa holders only)	Refer to Overseas Student Health Cover provider
16	Transfer to another provider	Return of unused tuition fees

Outcomes of refund decisions

Stirling Institute of Australia will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice within 21 business days.

Students will be advised that they may appeal the refund assessment following Stirling Institute of Australia's Complaints and Appeals Policy and Procedure.

YOUR COURSE AND ASSESSMENT

Credit Transfer

Stirling Institute of Australia recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or statement of attainment issued by another training organisation, you can apply for National Recognition for units of competence equivalent to a unit in your training program. To apply for National Recognition, supply a certified copy of your original transcript, this is completed as part of the pre-training review prior to enrolment and there is no charge.

This process is defined as Credit Transfer (CT). A Credit Transfer is granted where students have previously completed units recognised as being equivalent to those in the qualification. Credit transfers are based on guidance provided in the relevant training package about equivalence.

If it is determined there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal - refer to the Complaints and Grievance section of this student handbook.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students seeking RPL are provided with a copy of an RPL application form. Our Trainers will assist in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit and the collection of an evidence portfolio. RPL process:

- Outline on the application form the details of your past experience relevant to your training program.
- You are asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
- Submit a portfolio of evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
- An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date.

Successful students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applicants may appeal any decision through the appeals procedure - refer to the Complaints and Grievance section of this student handbook.

MODE OF STUDY

All international students must be enrolled in face- to-face study training mode. All delivery is undertaken face-to-face in the classroom with some self-directed learning required by you outside the classroom.

You will be required to attend face to face classroom for 20 hrs per week for the duration of your course with additional time to be allocated towards completing any practical assessments and self-directed learning. Your classes will include theory, practical activities, role-play and major projects. For exact class times refer to the timetable for the particular course commencement.

You will be engaged in the course through interactions with trainers, assessors and industry to simulate different workplaces and workplace activities. This will be blended with formal learning activities and learning resources that are customised to the course direction and outcomes.

Our programs are designed to build and scaffold on the learning across the course through the use of the simulated workplace environment referenced in the resources. This allows you to be fully engaged with workplace situations and hold discussions in a supportive environment, building on your skills and knowledge. Additional support maybe provided by the Trainers as required and Student Support who have access to external providers of specialised services.

The training and assessment offered by Stirling Institute of Australia Pty Ltd 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 one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills such as Customer Service or Occupational Health and Safety

Our course outlines include the details of how we deliver the training to you, for example, classroom-based training, 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.

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

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

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

Submitting your assessments

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

When completing assessments students are only allowed to use **blue** or black pen (no pencil). The use of liquid paper is not allowed. If you will make a mistake while completing your assessments, simply cross out the mistake with the pen and write underneath.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

99 Queensbridge Street, Southbank 3006.

You must keep a copy of all tasks that you submit as we are not able to return copies as they must be kept as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 10 working days of receipt. You will be provided with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

REASONABLE ADJUSTMENT IN ASSESSMENT

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

Reasonable adjustment can involve:

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

Please speak to your Trainer if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

APPEALING ASSESSMENT DECISIONS

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

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Stirling Institute of Australia Pty Ltd has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

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

Definitions

Cheating: The use of another person's work as though it were one's own, with intent thereby to gain an unfair advantage is cheating. This includes systematic re-wording or changing key nouns and verbs, deliberate plagiarism and the taking of unauthorised material into examinations such as notes.

Collusion: The consent for your work to be used in plagiarism or cheating. When two or more students collaborate in the preparation and production of work ultimately submitted by each in an identical, or substantially similar, form and/or represented by each to be the product of his or her individual efforts.

Unauthorised Collaboration: The presentation of work, which is in whole or in part, the work of multiple persons such that an assessor is unable to use the work submitted to make a judgement of competency. It is a student's responsibility to ensure they do not submit work that is not their own.

Plagiarism: Deliberately or accidentally passing off someone else's work as your own. The presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, periodicals or other students without due acknowledgement given in the text. For example, when quoting or paraphrasing material from other sources must be acknowledged in full. Plagiarism can also occur when:

Phrases and passages are used verbatim without quotation marks and without a reference to the author\another student's work is copied or partly copied other people's design and images are presented as the student's own work A piece of work has already been submitted for assessment in another unit.

CRITICAL INCIDENT

Stirling Institute of Australia (Stirling Institute) recognises that planning for the management of a critical incident is essential to enable Stirling Institute and its staff to meet the duty of care owed to its students. Individuals at Stirling Institute have the right to feel safe and to be safe.

Critical Incident is a traumatic event, or threat of such (within or outside Australia) which causes extreme stress, fear or injury. This reaction may be immediate or delayed and varies from one person to another person. Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Sudden or unexpected death or suicide of colleague, classmate, trainer;
- Terrorist attacks including bomb threats;
- Fire;
- Hold up or attempted robbery;
- Serious threats of violence;
- High publicity violent crimes;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Acute Stress Disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, significantly interfere with normal functioning, or impair the individual's ability to pursue necessary tasks.

Post-Traumatic Stress Disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving one of the following:

- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one's physical integrity.
- Witnessing an event that involves death, injury or a threat to the physical integrity of another person.
- Learning about unexpected or violent death, serious hazard, or threat of death or injury experienced by a family member or another close associate.
- The onset of symptoms may be delayed more than 6 months.

Critical Incident Management Team is a designated team of Stirling Institute personnel which consists of at least one member who was not involved in the incident or affected by it. Other members will likely comprise:

- Director of Learning
- Training Manager
- Student Support Officer

Secondary Consultation is a situation where a staff member consults a counsellor about a student (secondary client) in order to improve the situation of concern, or to prevent harm

Defusing an Explosive Situation is an intervention with an objective of preventing a violent critical incident during an explosive situation where there is a high degree of agitation. The stages of this type of defusing are:

- Observation
- Preparation
- Approach
- Action, and
- Follow up

Debriefing after a Critical Incident is a process by which the immediate psychological needs of individuals involved in the critical incident are dealt with to ensure well-being over the next 24 hours.

Psychological Debriefing differ from operational debriefings by management and must be held separately. Psychological debriefings are normally held 24 – 72 hours after the event, should always be held by qualified staff, and deal with the reactions of people involved in an event and ways of handling it.

Procedures

Stirling Institute undertakes to exercise a duty of care to all individuals who access its services and visit its premises. From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organisational processes. Being witness to or being involved in a critical incident can have a deep and lasting impact on individuals and groups. Early and appropriate action during and following a critical incident can do much to assist in minimising the effects of these incidents on the interests and welfare of involved parties. With these things in mind, Stirling Institute:

- Supports pro-active strategies which will help minimise the occurrence of some critical incidents
- Encourages the early identification of potentially critical incidents within Stirling Institute
- Ensures critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures

- Provides clearly accessible and understood directions for all personnel caught up in a critical incident
- Assists people to cope with critical incidents by providing appropriate practical and psychological support
- Provides appropriate assistance to people who may require longer term assistance
- Ensures ongoing training, support and review of the critical incident management team.

Critical Incident

Where a critical incident is identified by the Director of Learning and/or the Training Manager, Stirling Institute will activate its critical incident policy and procedure. The 24hr access number is the Director of Learning on 0412 668 853

The National Code 2018 requires Stirling Institute to notify the Department of Home Affairs (DHA) and the as soon as practical after the incident and in the case of a student's death or other incident affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

All emergencies must be reported to the relevant emergency service:

Emergency Service	Phone Number
Emergencies Ambulance / Fire Brigade / Police	000
State Emergency Service for storm, rain damage	132 5 00
Vic Roads for traffic Hazards and information in Victoria	13 11 70
Workplace incidents	1800 136 089

Action in the event of a Critical Incident

At first signs of a staff member becoming aware of a critical incident (whether during working hours or after hours), it must be reported to the Director of Learning and Training Manager as soon as practicable. If this is not possible then Student Support must be contacted and informed immediately.

On receipt of notification or information regarding a critical incident the Director of Learning or Training Manager must:

- Gain a clear understanding of the known facts
- If an emergency exists, contact the relevant emergency services by phoning 000 and follow the emergency response procedures manual
- If translators are required contact Translating and Interpreting Service by phoning 131 450
- If counselling services are required contact Life Line on 131 114
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (DFAT) for advice on the best way to assist the student
- If the critical incident involves international students, contact the student's next of kin or significant others and DHA, as soon as practicable
- Relocate students and staff to a 'safe area', if necessary
- Plan an immediate response using a Critical Incident Action Plan
- Allocate individual roles and responsibilities for managing the response
- Briefing staff and delegating a staff member to deal with telephone and reception enquiries
- Managing any media or publicity interest

When an international student dies or sustains serious injury, Stirling Institute may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues
- Reporting a Critical Incident

A Critical Incident Report is to be completed by the staff member involved in the incident or who received notification of the incident. The report is to be completed at the earliest opportunity and forwarded to the Director of Learning who will take any necessary action.

The report is to contain as much information as possible and indicate the people directly involved in the incident.

The following key details are to be included in the report:

- The time of the incident
- The location and nature of the incident
- The names and roles of persons directly involved in the critical incident
- The action taken by Stirling Institute including any opportunities for improvement
- The organisation's and people contacted
- Following the Critical Incident

A range of strategies will be in place to ensure that the appropriate support and monitoring is provided following a critical incident. These strategies include:

- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Debriefing of staff and students including provision of accurate information
- Identifying any other persons who may be affected by the critical incident and providing access to support services as required
- Arranging a memorial service as appropriate
- Monitoring the progress of all those affected by the critical incident especially staff and students for signs of delayed stress
- Liaison with emergency services and other services involved
- Liaison with external bodies, such as home stays, carers, or foreign embassies
- Liaison and management of media agencies

A recommendation as to the response to the critical incident is documented and included in the continuous improvement plan

In the event of the death of a student, the Director of Learning will ensure the following is undertaken:

- Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- Organise the sending of a letter of condolence to the family (if deemed appropriate as per the discretion of the Director of Learning);
- Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, and notify PRISMS etc.

DEFINITIONS

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

CoE means Confirmation of Enrolment

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

Course Package means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

Deferral means to postpone commencement of studies.

DET means Department of Education and Training

DHA means Department of Home Affairs

Personal information means *'information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *'Whether the information or opinion is true or not; and*
- *'Whether the information or opinion is recorded in a material form or not.¹*

PRISMS means Provider Registration and International Student Management System (PRISMS)

Registered Provider means an Australian education provider approved to offer courses to overseas students and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

Six months means six calendar months from the date that the student commences their studies

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Suspension is a temporary postponement of studies.

TPS means the Tuition Protection Scheme established to assist international students where the provider is unable to deliver their course in full because of provider default.

Unique Student Identifier (USI) is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.