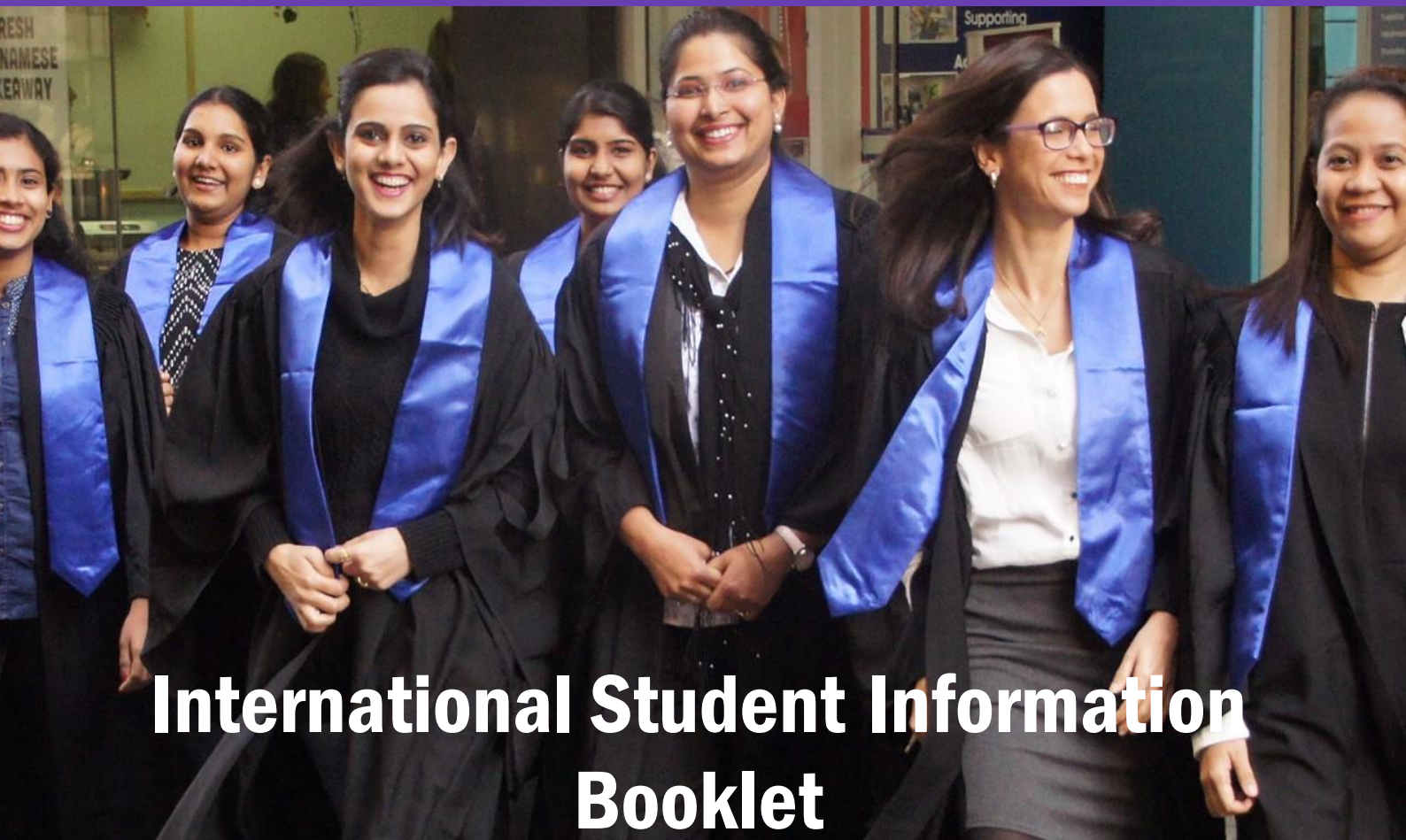


EDUCATION TRAINING & EMPLOYMENT AUSTRALIA

RTO # 5089 CRICOS Provider # 02925E



International Student Information Booklet



Private College



NATIONALLY RECOGNISED
TRAINING



Quality
ISO 9001

SAI GLOBAL

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Welcome Message

Welcome to Education Training & Employment Australia (ETEA) and congratulations on your new journey with us. We pride ourselves in not only in fostering academic excellence but also in making our students' educational experiences satisfying, such that students will fondly remember their time at ETEA for the rest of their lives.

As a Registered Training Organisation (RTO), we are acutely aware that education is an important part of a person's life. ETEA encourages all students to excel in all challenges they face and we hope all ETEA students graduate with a deep sense of personal achievement.

This student information booklet is prepared to provide essential information about ETEA's academic programs and services. It will assist you in deciding the best suitable course. Additionally, different processes and procedures available in the booklet will help you understand more about your rights and responsibilities as a prospective or current student at ETEA.

About ETEA

We are a modern RTO and have campuses in Melbourne, Sydney, Adelaide and Perth. We believe that our students deserve a modern, professional RTO that has excellent facilities and the most comfortable environment to make learning a pleasure. Our students' study with the aid of modern computer laboratories and the ETEA is fully wired for network access, providing students with Internet connections from any computer on campus.

We choose trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas, and in a second language - English.

Above all, we provide opportunities for our students to gain genuine skills required to forge successful careers.

ETEA is an Australian Registered Training Organisation (RTO) delivering Nationally Accredited courses listed below:

AUR30316	Certificate III in Automotive Electrical Technology
AUR30616	Certificate III in Light Vehicle Mechanical Technology
AUR31016	Certificate III in Automotive Sales
AUR31116	Certificate III in Heavy Commercial Vehicle Mechanical Technology
AUR40216	Certificate IV in Automotive Mechanical Diagnosis
AUR50216	Diploma of Automotive Technology
BSB40215	Certificate IV in Business
BSB42015	Certificate IV in Leadership and Management
BSB50215	Diploma of Business
BSB51915	Diploma of Leadership and Management
BSB60215	Advanced Diploma of Business
BSB61015	Advanced Diploma of Leadership and Management
CHC30113	Certificate III in Early Childhood Education and Care
CHC33015	Certificate III in Individual Support
CHC40313	Certificate IV in Child, Youth and Family Intervention

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CHC40413	Certificate IV in Youth Work
CHC42015	Certificate IV in Community Services
CHC43015	Certificate IV in Ageing Support
CHC43115	Certificate IV in Disability
CHC43315	Certificate IV in Mental Health
CHC43415	Certificate IV in Leisure and Health
CHC50113	Diploma of Early Childhood Education and Care
CHC52015	Diploma of Community Services
CHC53315	Diploma of Mental Health
HLT33115	Certificate III in Health Services Assistance
HLT54115	Diploma of Nursing
HLT64115	Advanced Diploma of Nursing

Please refer to the ETEA website for detailed information on each course.

www.etea.edu.au

If there are any further enquiries, please feel free to contact ETEA via phone, email or visit our office via the address and details below. The main contact offices in each state are listed below. Please refer to the website for all campus addresses.

<p>VICTORIA (Head Office) <u>Level 1, 113 Burgundy St</u> <u>Heidelberg 3084</u> <u>13 13 89</u></p>	<p>NEW SOUTH WALES <u>6 Fetherstone Street</u> <u>Bankstown</u> <u>NSW 2200</u> <u>13 13 89</u></p>
<p>SOUTH AUSTRALIA <u>Level 2 East, 50 Grenfell Street</u> <u>Adelaide 5000</u> <u>13 13 89</u></p>	<p>WESTERN AUSTRALIA <u>Unit 4, 78-84 Catalano Circuit</u> <u>Canning Vale 6155</u> <u>13 13 89</u></p>

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Plan your Departure

Once you have been accepted to study at an institution and have received confirmation of your student visa, the next step is to start planning for your arrival.

Here is a checklist to help you plan your departure:

- Passport and Visa – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
- Student enrolment and orientation documents – You will need your electronic Confirmation of Enrolment (ECoE) and student information pack, which you will have received from your institution.
- Overseas Student Health Cover (OSHC) – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.
- Travel Insurance – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
- Airfares – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.
- Contact details – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
- Australian currency – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.
- Transport from the airport – Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.
- Accommodation details – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis.

Airport Arrivals

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays

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Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (ECoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependents to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to the college, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact Student Support Officer.

Student Life in Australia

Safety

Police

In Australia the police force is made up of men and women who, when in uniform, wear dark blue, light blue and white. The police are employed by state and territory governments and are a trusted profession who are approachable and will assist with questions or concerns about your safety while in Australia.

To find your local police station, refer to the website for your local state.

Adelaide, South Australia <https://www.police.sa.gov.au>

Melbourne, Victoria <http://www.police.vic.gov.au>

Perth, Western Australia <https://www.police.wa.gov.au>

Sydney, New South Wales <https://www.police.nsw.gov.au>

In an emergency call 000

Non-emergency police attendance 131 444

Crime Stoppers to anonymously report suspicious behavior or crime 1800 333 000

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Ambulance

The ambulance service in Australia is an emergency service. Ambulances are operated by highly trained paramedics who administer emergency health care and transportation to hospital.

People with Overseas Student Health Cover (OSHC) will usually be insured for the cost of emergency Ambulance attendance but you should contact your OSHC provider to confirm. Ambulance-only insurance can be purchased directly from your local State or Territory ambulance service, which will provide insurance for the cost of emergency ambulance attendance nationwide for approximately \$100 AUD per year.

Ambulance attendance for people without insurance can cost between \$500 - \$1100 AUD. Ambulance paramedics are a highly respected profession who provide lifesaving services to the community. Violence or aggression toward paramedics is not tolerated and will result in harsh penalties.

In an emergency call 000

More Information can be found by visiting your local state ambulance service website

Melbourne, Victoria <https://www.ambulance.vic.gov.au/>

Adelaide, South Australia <http://www.saambulance.com.au/>

Sydney, New South Wales <http://www.ambulance.nsw.gov.au/>

Perth, Western Australia <https://www.stjohnambulance.com.au/ambulance-and-health-services/metro-ambulance-service>

Fire

Each State and Territory of Australia has a metropolitan fire service (MFS) that services the greater city area and a country fire service (CFS) that services the regional and remote areas. Fire services attend emergency and non-emergency fires, gas leaks, chemical spills and major motor vehicle accidents.

In an emergency call 000

SES

The State Emergency Service (**SES**) is an emergency and rescue service that provides emergency support in the event of natural disaster and accidents. Most state SES staff are volunteers and are on-call 24 hours a day, 7 days per week. In the event of major flood or storm damage call 132 500

Poison

Australia has a national Poisons information line that will give information and advice about poisons of all kinds including animal or insect bites and stings, plants and organic matter, chemicals and cleaning products and medications.

Poisons Information line 13 11 26

In an emergency call 000

Personal

While Australia is a relatively safe place to live and visit, the following are some simple precautions you can take;

- Lock the doors and windows of your home when you are home and when you leave the house.
- Keep your possessions close to your body and don't leave bags or items unattended.
- Avoid keeping your wallet or purse in the back pocket of your pants or the front pocket of a backpack that can be accessed by others.

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- Leave valuables somewhere safe. This includes your passport, important documents, electronics (Laptop/tablet), and jewelry.
- Avoid carrying too much cash. ATM's and EFTPOS facilities are readily available.
- Always take a charged mobile phone with you when you leave the house.
- Never hitch hike and do not accept rides from people you do not know.
- If possible, avoid walking alone at night in the dark.
- When catching public transport, wait in well-lit areas and, sit near the driver or guard.
- When catching a taxi or Uber, sit where you are comfortable. It is common to sit in the front or the back.
- Never leave your drink unattended, alcoholic or not.
- Plan your route in advance and make sure you have enough money to get home.

Embassies and Consulates

An Embassy is the main representative office for a country, usually in the capital city, of another country. A Consulate is a lower level representative office and can be in another major city. For example, the Embassy of the Philippines in Australia is in Canberra in the Australian Capital Territory (ACT) and South Australia's Consulate to the Philippines is in Mason Lakes in Adelaide.

A list of foreign Embassies and Consulates can be found on the Australian Department of Foreign Affairs and Trade website. <http://dfat.gov.au>

Translation & Interpreting

While it is ok to use a friend or family member to translate documents or interpret conversations of a casual nature, it is strongly recommended that you use a professional for formal issues. This includes any dealings with contracts such as rental or lease agreements, money/loans/banking, visa and travel information, or any other urgent, health related or legally binding communication. The Australian Department of Home Affairs provides a free 24-hour telephone interpreting service and a free document translation service. For more information visit their website.

Common Law

If you have any questions about the legality of your actions or behavior while in Australia, you should contact your local police station. Breaking the law in Australia could result in you being fined, having your visa cancelled or prison time. All visa holders have agreed to respect Australian values and laws.

It is important to know that, ignorance about Australian laws is not a valid defense for breaking the law.

The following is a list of some common Australian Laws:

- You must be 18 years old to purchase alcohol and cigarettes.
- It is illegal to buy, possess or use illicit drugs.
- It is illegal for an adult to have any kind of sexual conduct with a child. The age of consent is either 16 or 17 depending on the State or Territory.
- It is illegal to carry weapons including knives, tasers, and guns.
- It is compulsory to wear a helmet when riding a bicycle, scooter or motorbike.
- It is compulsory to wear a seatbelt in all seats of a car.
- It is illegal to operate a vehicle when under the influence of drugs or alcohol.
- Violence of any kind toward people and animals is illegal. This includes towards family members and children.
- Offering, giving and receiving bribes for services, is illegal.

More information on Australian Laws can be found on the website below.

<https://www.australia.gov.au/information-and-services/public-safety-and-law>

Legal Advice

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The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.ombudsman.gov.au

- **New South Wales Ombudsman** - www.ombo.nsw.gov.au
- **South Australian Ombudsman** - www.ombudsman.sa.gov.au
- **Victorian Ombudsman** - www.ombudsman.vic.gov.au
- **Western Australian Ombudsman** - www.ombudsman.wa.gov.au

The ombudsman in your state can also advise you of the state specific services to assist you. If you require legal advice about other legal issues including;

- housing problems
- fines, debts, car accidents
- employment, discrimination, family law, domestic violence
- complaints about colleges or universities
- how these problems affect student visas

Health

Overseas student health cover (OSHC)

Most International students are required to have Overseas Student Health Cover. The Australian Government's Medicare system does not cover international visitors, other than where a reciprocal agreement is in place. If you do not have adequate OSHC, you will be required to pay in full up front for all medical expenses.

ETEA can assist you in purchasing OSHC which you will be required to have for the duration of your stay in Australia.

Hospitals

Hospitals in Australia are either public, owned and managed by state and territory governments or private, owned and managed by private not-for-profit or for-profit organisations. Not all private hospitals have emergency departments so if you are seeking emergency medical treatment, it may be wise to attend a public state hospital. Because these hospitals provide fee-free emergency treatment to Australian citizens, there can be long waiting times of up to 5-6 hours as patients are triaged by medical need, not arrival time.

Doctors

Non-emergency medical services are administered by General Practitioners (GP's) in clinics. You can make an appointment by telephoning the clinic directly or some clinics have a drop-in service where no appointment is necessary. Some clinics are open during usual business hours 9am to 5pm but many are open for extended hours and on weekends. Most GP clinics will request full payment at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Sexual Health

GP's can offer advice and support about your sexual health from female contraceptive medication or methods, to instructions on prophylactic protection such as condoms. Condoms are the only method of protection that protects from sexually transmitted infections and prevents pregnancy. Major capital cities also have sexual health clinics who offer sexual health advice and also testing services

Melbourne - <http://www.mshc.org.au/>

Sydney - <https://www.sshc.org.au/>

Perth - <https://shq.org.au/>

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Adelaide

<http://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/sexual+health+services/Adelaide+sexual+health+centre>

Mental Health

Diet

The Australian diet, food is available from most parts of the world.

Hygiene

It is customary to shower/bathe and wear deodorant every day. Body odor is considered offensive and could cause embarrassment if someone at work or college has to talk to you about your personal hygiene.

It is common for people in Australia to carry deodorant in their handbag or backpack and reapply during the day.

Toilets in Australia flush to a main sewage supply. Human waste and toilet paper are the only things that can be flushed in a toilet. Flushing any other items including feminine hygiene products such as tampons or sanitary napkins will block the system, causing possible flooding and resulting in expensive plumbing services.

Feminine hygiene products must be disposed of using specially designed bins in public toilets or general waste bins in homes.

Australian toilets are designed to be sat on, not stood on. Standing or squatting on toilet seats will break the seat. It is expected that all people wash their hands using soap and water after using the toilet.

Smoking, Drugs and Alcohol

The legal age to purchase cigarettes in Australia is 18. Smoking in some public places and littering cigarette butts is illegal.

The legal age to purchase alcohol is 18. Australia has designated "Dry Zones" in some public areas where it is illegal to drink alcohol. It is illegal to have open containers of alcohol in a car including if it is being held by a passenger (unless you are in a specially licensed limousine).

Money

Banks

Australia has four major banks and a number of other banks and credit unions. Banks have branches in capitals and some suburbs but operate increasingly from online services and ATM's. To open an Australian bank account, you will need an Australian residential address and a minimum of 100 points of identification. Branches are usually open from Monday to Friday, 9:00am to 4:00pm (except on public holidays).

National Australia Bank www.nab.com.au

ANZ www.anz.com.au

Commonwealth Bank www.commbank.com.au

Westpac Bank www.westpac.com.au

Currency & Cash

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Australian Currency is the Dollar which is labelled as AU and the cent. There are 100 cents in a dollar and the exchange rate can be found at <https://www.exchange-rates.org/>

In 2018 the Australian dollar has averaged 73.00 US cents. Cash is being used decreasingly due to the convenience and security of bank cards. Examples of the Australian currency can be found below.



ATM's

ATMs are accessible 24 hours a day. ATM's usually only tender \$20 and \$50-dollar notes and will dispense cash and receipts. You need to be aware of your personal safety when accessing an ATM. You should always cover and protect your PIN number, keeping it private at all times. ATMs can be used to withdraw cash from an account by using your ATM card. You can also use ATMs to get an account balance and transfer money between other accounts. It is either fee free or cheaper to use an ATM that belongs to the bank that you have an account with. Using ATM's from other banks can cost up to \$4.00AU per transaction.

EFTPOS and Credit Cards

EFTPOS stands for electronic funds transfer at point of sale and is available at almost all commercial stores. EFTPOS can be used by inserting your banking card in to a mobile banking machine or by using "pay wave" which is a contactless scanning system. Credit cards are also accepted but do usually incur a surcharge depending on the type of credit card. Credit cards also incur large amounts of interest on purchases and cash advances so it is wise to check what your interest rate is before making purchases.

Cost of living

The Federal Australian Department of Home Affairs has financial requirements International students must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost for a single person is \$20,290 AU.

The following is a guide of approximate on-going living expenses but costs will vary according to the city or town you live in and other personal choices.

Accommodation

→ Hostels and Guesthouses - \$90 to \$150 per week

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- Shared Rental - \$85 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Tuition fees and material fees are not included in the above information. The cost for these items is detailed in your Letter of Offer/Student Enrolment Agreement.

Please Note:

The above estimates are in Australian dollars (AUD) and these estimates are subject to change. For further information on living costs in Melbourne please refer to the Live in Victoria website (www.liveinvictoria.vic.gov.au) which has a guide to living costs in Victoria.

Students with family

The DHA allows most students to bring their family members to Australia as dependents. Please note that students can only have accompanied family member if they can financially support them and their study lasts at least one year. In such cases, students must declare all dependent members in their student visa application, even if the dependents do not travel with them.

When students plan to bring any family member with them, they may need to consider many issues relate to financial capability, employment opportunities, accommodation and schooling for children. Reference: <http://www.studymelbourne.vic.gov.au/bring-your-family>

Schools

If students would like to bring their children to Australia with them, they must be aware of the following issues:

- It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- Students will need to provisionally enrol their child in a school before they leave the home country and they will normally have to pay the school fees one term in advance. The school will issue an electronic Confirmation of Enrolment Form (ECoE) stating the course and its duration, so that they can obtain the appropriate visa for their child.
- The Diplomatic Mission in the student's country can advise which State schools are registered to take international students. Fees are payable by international students at all State schools unless the student:
 - is in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS); or
 - holds a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependents to be exempt from school fees.
- Students will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for the child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

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- Students should also take into consideration the distance from the school to the education institution, the suburb in which they intend to live and the method of transport they plan to use.

For further information, please contact Student Support Officer.

Tax

To work in Australia, you must obtain a Tax File Number (TFN). This allows the government to monitor your wages and the amount of income tax you pay. Applying for a TFN is simple and can be done via the Australian tax office website <https://www.ato.gov.au/Individuals/Tax-file-number/> .

If you work without a TFN you will be charged the highest bracket of income tax. Your TFN will be sent to the Australian address you provide, no more than 28 days after ATO receive your application and you have provided the required Proof of Identity documents. The Australian financial year runs from 1 July to 30 June. Under Australian law, those who work are required to lodge annual tax returns by 31 October of each year. If you are unsure if you are required to lodge a tax return, contact the ATO for clarification. Australian Taxation Office 13 28 61 ato.gov.au

Australia has a Goods and Services Tax (GST) of 10%. Purchases in commercial stores will identify the GST on purchases either on the price ticket or on the purchase receipt. GST is payable at the time of purchase.

Bills

The standard bills you will need to pay while living in Australia include but are not limited to;

- Utilities (Gas, electricity and water)
- Health Insurance (OSHC)
- Internet and phone (this can be pre-paid or postpaid)
- Other expenses you will need to budget for also include;
- Entertainment
- Study costs (Tuition, books and resources, printing and stationary)
- Transport
- Food and groceries
- Rent / Accommodation

Shopping

Shopping for food and groceries can be done at a local supermarket. These stores offer all fresh and packaged items that a person would need for their home.

Fresh food can also be purchased from a market which usually provides the freshest option and sometimes at a discounted price.

The major super markets in Australia are called Coles and Woolworths but there are also a range of other supermarkets available in all cities of Australia. Smaller stores that are open late in to the evening, on weekends and public holidays are a good option for emergency items but can be expensive. They generally have a smaller range of products but offer convenience of extended opening hours.

Home

Electrical appliances

Electrical appliances in Australia use mains voltage which is 230V 50Hz. People from most nations in Asia, Africa and Europe usually have appliances that work on the same mains voltage as Australia and will not need a voltage converter. Note that Japan, USA and Canada use 100/120V 50/60Hz.

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If your appliances are not within the 230V 50Hz mains voltage range, you will need to purchase a voltage converter. This will transform the voltage from the power outlet into the one that your appliance can use. In addition to this, you will also need a power adapter

If your country does use the same mains voltage as Australia all you need is a power adapter. This enables you to plug your appliance into the sockets in Australia. Simply put, you plug your appliance into the power adapter and then plug the power adapter into the wall socket in Australia.

The plugs (also called Power points) in Australia have two flat metal pins shaped like a "V" and some may contain a third flat pin in the centre, pictured below.



Renting

If you rent a room that is already occupied by other students, it is referred to as a shared house. In a share house, rent is charged either weekly or fortnightly for a furnished or unfurnished room in an apartment, unit or house. You will be required to pay a portion of the total rent plus additional costs including your share of electricity, gas, internet and sometimes phone live rental. You will usually have your own room and will share facilities such as kitchen, bathroom, living areas with other members of the household. It is usual for rent to be paid two weeks in advance, and when starting a tenancy, a 'bond' (security deposit) of four weeks rent is also required. In most circumstances you will be required to sign a tenancy agreement for a minimum period of six months.

You can also rent a home alone in which case all expenses will be billed to you. Rental agreements can be managed directly by the owner of the property or their delegate. Many owners employ a real estate agent to manage their property. The real estate agent will consider and approve your application, monitor your rental payments, manage any repairs and complaints and do regular inspections of the property to ensure that you are meeting the terms of the rental agreements. They will check that you are maintaining the property in a clean and tidy state and taking care of any agreed conditions such as gardens or public spaces.

Homestays

Homestay is a popular option with International students. Homestay is an opportunity to live with an Australian family and experience Australian life and culture by participating in the daily routine of the host family's life. Typically, a homestay includes breakfast and dinner and a packed lunch if required. There are many homestay providers in Australia and you can search for potential homestay options in your state using the following links;

<https://www.homestay.com/australia>

<https://www.homestaynetwork.org/>

<https://www.homestay.net.au/>

<http://www.homestay-australia.com/>

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Transport

Public transport

Each state of Australia has its own public transport system of buses, trains and trams. Ticket prices vary during peak and off-peak times and for concession card holders such as students. The discount for student travel is significant and so too is the penalty for riding public transport without the required identification. Transport identification is different to regular student ID so it is essential that you acquire the correct transport ID to use student concession tickets. Information specific to your state can be found using the following links;

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

New South Wales - <https://transportnsw.info/>

Western Australia - <http://www.pta.wa.gov.au/>

South Australia - <https://www.adelaidemetro.com.au/>

Taxis and Uber

Riding a bike

Riding a bike is a popular, inexpensive and convenient way to travel in Australia. Each state has its own specific laws that you should make yourself familiar with. Failure to adhere to the laws could result in fines or an accident. In all states, cyclists must wear a helmet and use a light after dark. For state specific information see the relevant link below.

Victoria - <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/a-to-z-of-road-rules/bicycles>

New South Wales - <http://www.rms.nsw.gov.au/roads/bicycles/safety-rules/index.html>

South Australia - <https://www.sa.gov.au/topics/driving-and-transport/other-forms-of-transport/cycling/cyclist-road-rules-and-safety>

Western Australia - <https://www.rsc.wa.gov.au/Your-Safety/Safety-Topics/Cyclists>

Driving

Working in Australia - Permission to Work

People with granted student visas will automatically receive permission to work. Please note that students will NOT be able to work in Australia until the first official day of classes when the education provider confirms their study commencement. The education provider may do this automatically on the first official day of classes, or students may need to request that they do.

Working While Studying

1. Students are not permitted to work until they have commenced their course of study
2. Students can work a maximum of 40 hours per fortnight during the term and unlimited hours when their course is not in session.
3. The DHA considers their course to be 'in session':
 - For the duration of the advertised terms (including periods when assessments are being held)
 - If students have completed their studies and their Confirmation of Enrolment is still in effect
 - If students are undertaking another course, during a break from their main course and the points will be credited to their main course.

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Important Note: Working While Studying

The Student visa is issued for the primary purpose of studying in Australia. Under no circumstances should work take precedence over ETEA timetable. Students are not permitted to be absent from studies in order to work. The maximum work period allowable is 40 hours per fortnight during term time and full time during ETEA holiday breaks.

Visa Conditions

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

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless being issued a letter of release from the provider to attend another institution
- Notify the training provider of their Australian address and any subsequent changes of address within 7 days.

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

<http://www.border.gov.au> and search for "student visa conditions".

Department of Home Affairs (DHA)

The DHA is the Government Body, which regulates Australian immigration. It provides comprehensive information in regards to visa requirements and application process as well as the document checklists to assist students with visa application. Student can visit www.homeaffairs.gov.au for the latest news and updates.

Department of Foreign Affairs and Trade (DFAT)

As well as the links from the DHA website, the Department of Foreign Affairs and Trade website www.dfat.gov.au (under Embassies section) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist students in submitting the visa application and communicate with the DHA on their behalf, but please note that students do not need to use a migration agent to lodge any kind of visa application. It is absolutely possible to apply yourself. In such cases, please read carefully the requirements specified on the DHA website and ETEA's Application process.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. All agents contracted by ETEA have their names and contact details listed on our website.

Please Note: Although being able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Superannuation

Superannuation is the amount of money set aside by your employer (and you if you choose to make additional contributions) over your lifetime to provide for your retirement.

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For most people, this begins when you start work and your employer pays a portion of your salary or wages into a superannuation fund for on your behalf – these payments are known as super guarantee contributions or concessional (pre-tax) contributions. Superannuation is required to be paid in to your nominated account for saving once you meet a certain threshold. For more information on superannuation, your entitlements and requirements go to <https://www.ato.gov.au/Individuals/Super/>

Weather

Australia's climate varies greatly throughout our eight states and territories; there are four seasons across most of the country and a wet and dry season in the tropical far north of the country. Australia's seasons are opposite to the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

You can expect the following typical temperatures

Summer 22-40°C Hot

Autumn 16-28°C Becoming cooler

Winter 12-24°C Cool

Spring 14-30°C Becoming warmer

Being Sun Smart

Because of the extreme UV rating during the Australian summer, it is important that visitors are sun smart. This means wearing sun screen (also known as lotion) when outdoors, staying covered with light clothing and being well hydrated. Each year in Australia, hundreds of tourists are treated for sun and heat stroke. You should check that your accommodation has adequate air-conditioning and that you carry water with you.

Beaches and Swimming

The outdoor culture of the Australian summer includes swimming and going to beaches. While the water provides a much-needed relief from the heat, it also comes with innate danger. Beaches in Australia have notorious surf that has seen many tourists become victim to the unpredictable and unforgiving surf and riptide.

Popular Australian beaches in capital cities have surf life savers and yellow flags to help people know where the safe sections of water are. You should always take direction from life savers and only ever swim between the yellow flags. Surf lifesaving services also police the shore line to look for sharks.

Other dangers exist in the ocean including jelly fish and other marine life. In the northern states, crocodiles are a danger in both fresh and salt water. All people should take note of signs warning of danger and never swim in water holes that are secluded or not sign posted.

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Safety on beaches also extends to personal safety. Some tips for staying safe at the beach include;

- Don't leave personal belongings unsupervised. Thieves frequent beaches in search of purses or bags.
- Never enter the water intoxicated by drugs or alcohol.
- Don't swim alone. Always make sure that you are with another person who can alert others for help if needed.
- Drowning is a very real danger in Australia, the riptides can drag swimmers far away from the coast line and exhaust even experienced swimmers and cause drowning.

It is customary for people to wear bathers, bikinis, and board shorts on the beach. It is not legal to bathe naked on a public beach.

Clothing

Clothing in Australia is relatively liberal. Casual clothing for men includes jeans, slacks, shorts, t-shirts, sleeveless singlets, and jumpers. When applying for a job or attending a formal function, men wear suit or slacks and a shirt with or without a tie. If you are invited to a function or party, the invitation usually states the types of dress expected.

Women in Australia wear pants, jeans, shorts and t-shirts or blouses or skirts and dresses. There is no requirement that women wear a head dress in Australia although it is accepted to do so by choice.

Many Australians wear make-up, jewellery and have exposed tattoos and piercings. These may be a hindrance in certain occupations for safety reasons and can be required to be covered or removed.

Language

Whilst Australia prides itself in its multiculturalism, with over 80 languages spoken, the predominant language spoken in Australia is basic English with British spelling. Although there are slight variances in accent across the country, Australians from all states and territories, speak with the same Australian English. As with other countries, there is a distinct and sometimes colorful local variation. Approximately 20% of people living in Australia use a language other than English in their homes. English the only commonly used public language and Australians use idioms and a lot of slang in their general communication. It is not uncommon for Australians to speak loudly in private and in public. You can research Aussie slang and idioms on the internet.

The most important thing a student of English can do is speak English as much as possible. This means, resisting the urge to speak your native language with family and friends and especially at college. Studies tell us that people learning English improve significantly more quickly when they gain employment in an English-speaking environment. If you need support with your English development, please ask at your local ETEA campus. We have a range of support services and courses that we can refer you to.

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Because pronunciation of English is important, please do not be offended when ETEA staff respectfully correct your pronunciation of English words. We appreciate the difficulty of learning a new language and especially one that has its roots in so many other languages including Latin, French, Greek, Italian, and Spanish.

Ethno-specific groups

With more than 120 nations represented in Australia, we are proud of our multiculturalism and celebrate it widely. There are many ethno-specific groups that represent the customs and culture of other countries. You will find groups of people from your country of origin in all capital cities and some regional centres. The best resources for finding these are internet searches and social media. Ethno-specific groups in Australia celebrate cultural holidays, spiritual and religious occasions and host concerts for dance, food and music. We invite you to speak with our friendly campus staff to help you source your local connection.

Spirituality and Religion

Australian freedom and ant discrimination laws protect the rights of individuals and groups to practice their religious freedom in a safe environment so long as it does not impede the rights of others or contravene any other Australian laws. This means that most denominations are represented in capital cities and places of worship and congregation can be accessed. The internet will provide you with the best source of information regarding your local temple, church, mosque or place of worship. Your choice to practice your religion, traditions and prayer times is fully supported by ETEA so please speak with our friendly staff about your needs.

Entertainment

Australians enjoy recreating and socialising activities outdoors especially during the spring and summer months because of the warm weather we have. We play and watch sport including Aussie rules football (AFL), soccer (Football), cricket, swimming, hockey, tennis, bush walking, and rugby. We also enjoy dining out at cafes and restaurants, going ten pin bowling, cycling, having dinner parties and having picnics in national parks.

It is common for Australian men and women to drink alcohol at social events and we often socialise in bars and pubs.

Public Holidays

Public holidays are celebrated nationally and by each state. They are days that most workers do not go to work and most stores and services are closed. Our national public holidays are

- Christmas Day
- Proclamation Day
- New Year's Day
- Australia Day
- Anzac Day

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→ The Queen's Birthday

Further dates can be found by visiting <https://publicholidays.com.au>

Time Zones

Australia uses three main time zones:

Australian Western Standard Time (AWST; UTC+08:00),

Australian Central Standard Time (ACST; UTC+09:30), and

Australian Eastern Standard Time (AEST; UTC+10:00).

Time is regulated by the individual state governments, some of which observe daylight saving time (DST).

	Standard	DST	Zone	State(s)
	<u>UTC+08:00</u> (year-round)		Western	WA
	<u>UTC+09:30</u> (year-round)		Central	NT
	<u>UTC+09:30</u>	<u>UTC+10:30</u>	Central	SA
	<u>UTC+10:00</u> (year-round)		Eastern	QLD
	<u>UTC+10:00</u>	<u>UTC+11:00</u>	Eastern	NSW, TAS, VIC,

Internet and phones

Internet and phone services can be purchased from a wide range of suppliers in Australia. Access can be purchased either as a pre-paid or post-paid service. It is advisable that you do research your options because some providers offer significant discounts. Be mindful of contracts that have minimum spend and limited download allowances as additional usage can result in high charges.

There are contracts and sim cards available that allow unlimited calls and access to specific countries and discounts for SMS and roaming.

Some of Australia's major providers include

- Telstra
- Optus
- Vodafone

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GENERAL INFORMATION ABOUT ETEA

Key Staff Members

CEO - Mr. Alan Hickling

Director - Ms. Marlene McGrath

General Manager: Ms. Rae Wilson

Academic Staff

A high proportion of ETEA trainers are currently employed in senior positions within the industry. All are well qualified and competent in current industry skills relevant to the training and assessment provided by ETEA.

Orientation

All students are required to attend an orientation/induction prior to the beginning of their studies with ETEA and this will occur in the first week of course commencement. This orientation program is managed by our Student Support Officers and will include the following:

- A tour of ETEA training facilities and resources identifying classrooms, student areas, student support services, student administration area, and any other relevant areas within ETEA such as toilets, fire exits and restricted areas.
- Details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, academic and career advice, IT support, and student learning assistance, English language and study assistance programs offered by ETEA and social inclusion support activities. ETEA has arrangements to assist international students to obtain housing and temporary accommodation. It is recommended that your accommodation arrangements be organised prior to arrival in Australia.
 - Information on employment rights and conditions
 - Resolving workplace issues through fair work ombudsman
 - Contact of student support personnel.
 - Personal/social, legal, emergency and health services
 - Facilities and resources
 - Critical Incident Policy
 - Organisational policies and procedures including course progress, deferral, suspension and cancellation, course transfer and complaints and appeals.
 - The support services available to assist students with general or personal circumstances that may affect their education in Australia
- All students are to receive and sign a copy of the 'International Student Orientation Checklist' as well as receive a copy of this Booklet.
- Each student is assigned a student ID number, provided with a timetable that matches the student's enrolment and the student will be advised about the available payment options regarding course fees. Students may be asked to agree to and sign a payment plan with our Administration Officers.
 - Students can request a Student ID Card. Please note there will be a replacement cost of \$20 involved if students lose their Student ID Card.

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Orientation is normally scheduled for all commencements as follows:

New Students - Week 1

New international students will be welcomed and provided with additional information including about student visas, Overseas Student Health Cover (OSHC), accommodation, living costs, and budgeting.

Facilities

ETEA offers extensive facilities and personnel to support a quality education, ensuring that students have a successful and enjoyable education experience. We believe that it is important to create a welcoming, nurturing atmosphere where students can not only learn, but also feel at home.

Our facilities include:

- Class rooms and Computer Labs with modern audio-visual equipment in each campus
- Reference library
- High speed Wi-Fi and Internet connectivity in all areas
- Printing facilities
- Spacious and Well-Equipped Kitchens

Information Technology & Communications (IT&C) facilities

Computers are located in all classrooms for training purposes in class times and also for students who want to study on campus outside of scheduled class times.

Users of ETEA’s IT&C facilities must comply with ETEA’s requirements for acceptable use. Students are specifically not allowed to view inappropriate web sites, download unauthorised materials or act in any way to compromise the integrity of ETEA IT environment. In case students need support or raising technical issues, they can seek help from Student Support Officers.

Important Note: Serious breaches of the above may lead to disciplinary/legal action being initiated against the student concerned.

Library

The ETEA libraries are restricted to use by staff and enrolled students only. The resources contained within the library have been sourced to provide all students with access to journals, industry magazines, videos, on-line Internet access and CDs.

Library books and materials are provided for reference purposes only. These can be used to aid in research and general study and should be looked after during their usage and maintained in good order. No materials or resources that belong to the library may be taken out on loan unless otherwise approved by the Training Manager

The following library resources are available:

- All required texts, recommended texts, supporting texts, journals and industry magazines.
- CDs, VCDs and DVDs
- Learning textbooks and practice books
- Dictionaries and various reference books
- Library Rules:
 - No food or drinks are to be taken into the library
 - No bags may be taken into the library
 - No person shall mark, deface or damage any book or resource in the library. The fine imposed for such conduct shall be the amount that the CEO may see as reasonably fit to make good the loss, damage or any other expense to ETEA caused by that person.
 - Talking must be kept to a minimum and at a low level within the designated times showing respect for other users of the library.

Student Lounge

ETEA offers a lounge for students in all States, other than Melbourne, to take a break and have their own lunch or dinner after or between class times. The lounge includes dining area with tables and chairs, microwave, kettles, fridge, wash-up area and hot/cold water facility. Students are able to relax, meet others and converse in English.

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They can also find information on social activities, rooms available to rent / share, and other general information related to international students living in Australia.

Materials

Support Materials

All students are supplied with training support materials for the course. These materials provide detailed information about the course that will enable students to manage the training and assessment activities in order to meet the course requirements. The materials specifically provide:

- A detailed understanding of the course aims and objectives
- A greater understanding of the units of the entire course
- Characteristics of learning outcomes
- Prescribed texts and other reading and support materials
- Guidelines for study and success in the course

Students should read and become completely familiar with these support materials.

Training Support Materials

Training support materials are prepared for each unit in a course and are provided to students at the first unit session by the trainer. The purpose of these materials is to provide students with detailed information about the unit that will enable them to manage training and assessment activities and to meet unit requirements.

The Training support materials provide:

- A detailed understanding of the unit details
- A detailed understanding of the unit aims and objectives
- Knowing the way in which the unit is trained and the sequencing
- Details about required and recommended materials
- Detailed unit assessment criteria
- Information on how to manage assessment Items and how to present evidence
- General Information to assist in preparing and submitting the written work

Timetables

Class timetables are available for students from the Reception Desk at each Campus, or from the Course Co-Ordinator. Whilst information published about timetables is correct at the time of publication, please be aware that timetables may be subject to change due to unexpected events outside of the control of ETEA.

Timetables have information about class schedules, timing, trainers and assessors, unit and term start and end dates. Students are expected to submit their work on dates specified on the timetables for a particular unit. Students must attend classes regularly and must inform their trainer in case they are unable to attend with a valid reason and supporting documents wherever applicable.

As per the timetables, students are allowed sufficient breaks during the day that includes a lunch break of approximately 30 minutes. Students will be required to attend for up to a minimum of 20 scheduled course contact hours per week.

Timetables are given to students at the orientation and induction day. This normally happens in the week prior to their start date. Generally, the start date is fixed, however, in case it is changed, students will be notified in advance.

Communication

All student communication with ETEA, both verbal and written, must be in English. Documents in other languages cannot be accepted and must be translated and certified prior to submission.

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Communication is provided to students in many forms at ETEA; however, the following communication channels are the primary communication tools for all formal communications and student notices:

1. Email: Students are required to provide a VALID email address for future communication from ETEA. Please ensure you regularly check your email for notices and formal communications from ETEA.
2. Noticeboards: ETEA has a noticeboard located conveniently at the Student Lounge at each campus (other than Melbourne). Please read the noticeboard announcements regularly for the updated information.
3. Formal written correspondence: In the event ETEA needs to issue students with a formal notice, this will be sent in the form of a written letter that is mailed to their address. It is, therefore, imperative that students ensure their home address is updated at all times.

For official notifications that may affect international students on a student visa, these will be sent via registered mail to their home address.

Notification of changes

ETEA will keep all its students informed about significant changes to the ownership within 90 calendar days of the change occurring.

If ETEA intends to relocate its premises, it will notify students and ASQA at least 20 days before the relocation.

Where the ownership or person holding a high managerial position is to change, ETEA will notify students and ASQA of the proposed change as soon as practicable, and prior to the change taking effect.

Course Enrolment and Information

Student Recruitment and Admission

ETEA upholds the principle that all students seeking to enrol are treated fairly and equitably. To ensure this, ETEA has open, fair, clear and transparent procedures that are based on clearly defined entry requirements for making decisions about the selection of students. ETEA will also ensure that throughout the process of selection and admission, students are treated fairly, courteously and expeditiously.

Please note: Information obtained from the application process will remain confidential for administrative purpose only.

Related Documents:

Application, Enrolment and Selection Policy and Procedures

Application process

You must read this process carefully if you intend to apply by yourself (without the assistance of an agent).

1. USI:

From 1 January 2015, each student is required to have a USI (Unique Student Identifier number). Below is useful information for students regarding the USI.

USI is the reference number that helps students to:

- Create a secure online record of their studies gained in Australia
- Give them access to the training records and transcripts for free anytime, anywhere.

As part of the Student Identifier Scheme Act 2014, ETEA cannot legally issue any certification or qualification to a student without a valid USI. Therefore, students need to obtain a USI prior to enrolment.

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Important Note: All students must create a USI prior to step 2 of this application process by going to <https://www.usi.gov.au/students/create-your-usi>

2. Acknowledgement

It is important to know all information relevant to the course and study options prior to enrolment. It does not only help you to make the best decision but also to understand clearly what your entitlements, rights and responsibilities are when enrolling at ETEA.

Information is available in the International Student Information Booklet (This document), which can be found on our website. If you have further enquiries, you may contact our Student Administration.

3. Apply for any RPL or Credit Transfer

Students may wish to apply for Credit Transfer if they have already completed relevant course units, or for RPL if they have experience in respect to a Qualification. Further information regarding RPL and Credit Transfer can be obtained in this booklet.

4. Ensure that all entry requirements are met

Minimum entry requirements for ETEA are:

- Age requirement: 18 years or older
 - Academic requirement: completed secondary studies in the student’s home country equivalent to an Australian Year 11 or higher qualification in an English speaking
- Language requirement:
 - IELTS band score 5.5 or equivalent internationally recognised exam result in line with DHA requirements OR
 - If a student has an IELTS score of 5.0, they may be required to complete an English Language course to achieve the required standard prior to the commencement of an ETEA course

Information on these proficiency levels may be obtained from:

IELTS: www.ielts.org

DHA: www.border.gov.au

Special Consideration

Students who have completed one year of study in Australia (AQF Level 4 Qualification or above) are exempted from submitting year 12 qualification or equivalent and IELTS results.

ETEA will assess each application for entry on its merit before granting approval for entry and issuing a letter of offer.

If students are travelling with their family, they will need to include their documents as well. Keep all documents in the carry-on luggage. Ensure certified copies of all documents are made prior to travel and stored in a secure location for easy access in the event, that any originals are lost.

5. Complete an Application Form:

After checking the eligibility to apply, you will need to fill out an application form, which can be found online or collected directly from the Student Administration at the Reception Desk at each Campus.

6. Letter of Offer/Rejection:

After processing the application, we will send out a Letter of Offer or Rejection to you to advise about the next step in the process.

- If a Letter of Offer is issued, you can continue the process of enrolment.
- If your application is rejected, you may need to consider the reasons for rejection and re-apply or contact us for further discussion.

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7. Confirmation of Enrolment:

The Letter of Offer includes an Enrolment Acceptance Declaration, which must be signed and returned to the Melbourne Office. All required documents and agreed tuition fees have to be submitted within timeframes specified in the student Written Agreement and payment plans.

ETEA will issue an electronic Certificate of Enrolment (ECoE), which must be checked carefully. If there are any incorrect details, you must notify the Student Administration for immediate action. After that, further steps must be followed to finalise the enrolment procedure.

8. Visa Application:

You can apply for a visa at this stage after the ECoE has been issued (Please also be aware of other requirements including insurance policies as well before applying for a student visa).

9. Course commencement:

Once the visa is granted, you may begin the course on the scheduled date.

Credit Transfer

If you are enrolling in a course at ETEA, but already have some of the units that will be taught, you should apply for credit transfer. If your application is successful, you will not have to complete those parts of the course for which you have been granted credit in order to qualify for your award.

If you wish to have your AQF qualification and/or Statement of Attainment recognised, you must submit the required documentary evidence prior to or at the time of enrolment and no later than the 2nd week of the first study period to the Training Manager. You must make sure that the certification applied for credit transfer has National codes with titles that match the current course(s) you are enrolled in and that it is the original certificate that was issued to you. There is no fee for Credit Transfer.

Once the enrolment has been accepted, no further exemptions are normally be granted. All applications for Credit Transfer will be assessed within 14 working days.

Important note to international students: if an international student is granted course credit before the student visa is granted, the actual course duration in the CoE issued for the student will be shortened accordingly. If an international student is granted course credit after the student visa grant, the change of course duration must be reported to the DIBP through PRISMS.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. Such competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

The Training Manager will assess RPL applications. In order to grant recognition of prior learning, the Training Manager must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in the Australian Qualification Framework (AQF) and that the evidence is authentic, valid, reliable, current and sufficient. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

If you wish to apply for exemptions on the grounds of RPL, you must complete the relevant application form and submit the required documentary evidence prior to or at the time of enrolment and, in most cases, no later than the 2nd week of the first study period to the Administration department. Your application for RPL will incur a fee of \$250 per unit of competency, payable at the time of application.

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Once the enrolment has been accepted, no further exemptions will normally be granted. Further details and the application form are available from Student Administration in Melbourne. All applications for RPL will be assessed within 14 working days of receiving all of the documentation.

Related Documents:

Course Credit Policy and Procedure

Course Variation

ETEA reserves the right to the following variations:

- To vary class timetables to fit with trainer and staff availabilities
- To vary the curriculum in line with training package changes and industry feedback
- To vary the assessment types/criteria; and
- To vary the allocated training personnel.

In the event of any of the above, ETEA will take every step to provide reasonable notice to students of the variation(s) to be made.

Changing Education Providers

This policy/procedure supports 'Standard 7 – Overseas Student Transfers' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

Registered providers must not knowingly enrol overseas students wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study, except in certain circumstances.

This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal.

The policy of ETEA is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless the releasing registered provider has agreed to release the student and have recorded the date of effect and reason for release in PRISMS.

For an overseas student to transfer before completing six months of their principal course, the student must either obtain a release from their registered provider, or meet one of the following criteria:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- The releasing registered provider has had a sanction imposed on its registration by ESOS agency that prevents the overseas student from continuing their courses with that registered provider.
- Any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change. This usually applies where overseas student's study in Australia is sponsored by the government of another company.

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The following procedures have been separated into 'Incoming students' and 'Outgoing students'

1. Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Admissions Officer. The Admissions Officer shall assess the application to transfer education providers and conclude an outcome based on the following procedure.

1.1 Incoming students

The following procedure is relevant to any student who applies for a course at ETEA and is currently studying on-shore with another registered provider.

For this procedure to be completed the student must provide their passport and a copy of their Student Visa (to look up on PRISMS). Once this information is obtained the following steps are taken:

- 1.1.1 Admissions Officer accesses the student information via PRISMS to ascertain that the length of studies completed in their current principal course of study is greater than 6 months. Copy of student visa is used to ascertain what the principal course is and when the student arrived in Australia.
- 1.1.2 If they have completed more than 6 months of their principal course of study, the application process proceeds as for all students.
- 1.1.3 Where a student has NOT completed 6 months of their principal course of study, the Admissions Officer will check if the releasing registered provider has agreed to release the student and have recorded the date of effect and reason for release in PRISMS.
- 1.1.4 If the releasing registered provider has agreed to release the student and have recorded the date of effect and reason for release in PRISMS, the application proceeds as for all students.
- 1.1.5 If the releasing registered provider has not agreed to release the student in PRISMS, the application process is halted and the student is informed that they are unable, at this point of time, to transfer to ETEA. The Admissions Officer will check whether the student has, or wishes to, lodge a complaint/appeal against the decision of the RTO not to issue a Letter of Release. The result of any complaint/appeal will determine if the student can apply for a transfer to ETEA within the six-month period. If not, they are welcome to re-activate their application when 6-month period has passed.
- 1.1.6 Please note a release is not required in any one of the following conditions:
 - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
 - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

1.2 Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study at ETEA.

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1.2.1 Students make a written request (e-mail is acceptable) to the Admissions Officer, in Melbourne, to transfer to another provider.

Given below are reasons for a release to be granted:

- ETEA, or the course in which the overseas student is enrolled, has ceased to be registered;
- ETEA has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with the institute.

Exceptional circumstances in which ETEA will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where ETEA has assessed that:

- there is evidence of compassionate or compelling circumstances;
- the registered provider fails to deliver the course as outlined in the written agreement;
- there is evidence that the overseas student's reasonable expectations about their current course are not being met;
- there is evidence that the overseas student was misled by ETEA or an education or a migration agent regarding ETEA or its course and the course is therefore unsuitable to their needs and/or study objectives;
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student;

1.2.2 The student is asked to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and indicating the benefits of transferring from their current course of study.

1.2.3 In assessing the application to transfer, the Admissions Officer will check the following points:

- Ensure any outstanding fees are paid.
- Ensure the student is fully aware of all issues relating to transfer between registered providers.
- Check student records to ensure the student is not attempting to avoid being reported because they did not achieve satisfactory course progress at the level they are studying, even after engaging with ETEA's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).

1.2.4 Once the above issues have been addressed, the Admissions Officer will release the student and record the date of effect and reason for release in PRISMS at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any issues will be reported to the Compliance Manager.

1.2.5 If ETEA intends to refuse the transfer request, a letter of refusal explaining reason will be issued to the student and the student will be advised about their right to access ETEA's complaints and appeals process within 20 working days (plus 2 days for postage).

1.2.6 The Admission Officer must not finalise the student's refusal status in PRISMS until the appeal finds in favor of the ETEA, or the student has chosen not to access the complaints and appeals processes within the 22 working day period, or the student withdraws from the process.

1.2.7 The Admissions Officer must report the student's termination of studies via PRISMS.

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1.2.8 If the transfer will affect the start dates of any subsequent courses covered by the visa, the Admission Officer must release the enrolment of the overseas student from those courses, or obtaining the subsequent registered provider’s agreement to delay the start of those courses.

1.2.9 Admission Officer must advise an overseas student that changes to their preliminary courses may have ramifications for their admission to their principal course, for example if a preliminary course is a prerequisite entry requirement to the principal course.

Please Note:

- The above process will not take more than 10 working days once the student has provided the necessary documentation.
- All requests, considerations, decisions will be notified through PRISMS and copies of all requests, considerations, decisions will be placed on student’s file for 2 years after the student enrolment is ceased or finished.

The approval of transfer of a student to another registered provider does not indicate agreement to provide any refund. Refunds are governed by ETEA’s refund policy.

Related Documents:

Student Transfer Policy

STUDENT SUPPORT SERVICES

ETEA ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. ETEA will also conduct an orientation program for all new students The Student Support Officer, at the relevant Campus, is the first point of contact for queries regarding a broad range of matters pertaining to the social, financial, personal and academic well-being of all students.

Whilst all staff employed by ETEA has the responsibility to provide support to all students, ETEA shall nominate a Student Support Officer, at each Campus, who shall be available to all students at that Campus, on an appointment basis, through the standard hours of business.

ETEA will provide students with contact details to refer any matters that require further follow up. Any referrals are conducted by ETEA at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of ETEA.

The assigned student support staff members are:

- Student Support Officers:
 - Rajni Sharma – Heidelberg VIC
 - Rubal Jandu –Bankstown NSW
 - Sharon Taylor – Canningvale WA
 - Kath Devlin Mathews – Adelaide. SA

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practicable.

Orientation program

The orientation program provides culturally appropriate information about:

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- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs offered by the Institute
- Contact number, name and location of emergency, legal, personal/social, medical support, accommodation services.
- the registered provider’s facilities and resources
- complaints and appeals processes
- requirements for course attendance and course progress
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Learning Support / Study Support

We have specialized learning support teachers on hand to help students if they are having difficulties with study. Learning support teachers can assist a student in classroom or work in small groups with the student and can help with time management, making presentations and to improve general study skills.

Our study support program provides students with a range of support, information and referral services to facilitate academic and personal development as an independent, self-directing adult student.

ETEA places a strong emphasis on the provision of individual and small group tutorial assistance in:

- Study skills
- Examination techniques
- Time and stress management
- Assessment presentation and writing skills

If a trainer has identified that a student needs additional study support, the student may also be referred to the Training Manager at the relevant Campus.

Student with special needs

If you have special needs requiring support in the training and assessment process, you should, in the first instance, contact the Student Support Officer who will in turn liaise with the Training Manager as required.

Such needs may arise from:

- A physical or learning disability
- Religious or cultural background
- Language background other than English

In the case of a physical or learning disability, you should indicate this at the time of making an application to ETEA and provide documented evidence of any health condition that may impact on your ability to study.

in all cases of special needs, ETEA is able to offer reasonable adjustment to training and assessment materials or processes to offer students the opportunity of achieving a successful outcome. Such reasonable adjustment which entails modifications to training and assessment materials and processes does not alter the original purpose and intention of training and assessment materials, tools and procedures.

Academic issues

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. ETEA will attempt to give students advice and support so the student may be able to maintain appropriate academic levels, and achieve satisfactory results in their studies.

Students’ course progress is monitored and an Intervention Strategy process is implemented where unsatisfactory course progress is identified.

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A student is able to access the student support officer at the relevant Campus to discuss any academic or other issues in respect to studying at ETEA. The student support officer will be able to provide advice and guidance, or referral, where required.

Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the support officer to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

Counselling/ Student Support

ETEA provides counselling and personalised services that are available to all students. Counselling focuses on student needs and will assist students in solving problems, developing new skills in personal and educational contexts and resolving issues. Counselling can also assist with interpersonal relationships and family and social problems.

Confidential student counselling is available from the Student Support, at the relevant Campus, for any reason including:

- Loneliness or homesickness
- Personal relationships
- Academic issues
- Accommodation difficulties
- Personal trauma, including harassment and discrimination
- Concerns regarding friends and families
- Personal health; and
- Legal difficulties.

If unable to assist personally, the Student Support Officer will refer students to external professionals who may be better equipped to assist and guide with respect to particular problems. Please note that professional consultation fees might apply in these circumstances.

The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

Publishes reports on problems and broader issues in international education that they identify through investigations. For Further information:

Overseas Students Ombudsman	
Website	www.oso.gov.au
Email	ombudsman@ombudsman.gov.au
Contact Number	1300 362 072

Social Programs

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with ETEA to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer at the relevant Campus.

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Student welfare and safety

ETEA takes all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety. Students are informed about safety measures during the orientation program. ETEA's website provides general safety tips for all students and emergency contact numbers.

STUDENT RIGHTS AND RESPONSIBILITIES

Legislation Need to Be Aware of

In order to comply with regulatory requirements, ETEA will inform students during induction, of their legislative obligations. They are as follows:

- **Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001**

In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government.

For the purposes of the Victorian Act, "race" includes colour, nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race.

Racial and religious vilification is also unlawful in Victoria. The most serious form of racial and religious vilification is the criminal offence.

There is similar legislation in all States and Territories.

- **Migration Act 1958**

This Act applies to students in that it allows the Immigration department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited the DIBP. Students are to be advised that they must visit the DIBP within 28 days of a Section 20 notice if they wish to remain on their student visa.

- **Occupational Health and Safety Act 2004 (Similar legislation in all States and Territories)**

This Act applies to students in that it mandates certain policies, procedures and actions by ETEA. For example, the Act requires ETEA to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of ETEA and are required by law.

- **Vocational Education and Training Act 1990**

This Act applies to students in that it mandates certain policies, procedures and actions by ETEA. For example, the Act requires in certain circumstances, ETEA must provide certain government bodies with information ETEA has regarding a student.

- **Education Services for Overseas Students Act 2000 (ESOS Act)**

This Act applies to students in that it mandates certain policies, procedures and actions by ETEA. For example, the Act requires ETEA to report those students who have not met student visa conditions relating to academic performance to DIBP.

Students are to be advised that such policies and procedures are not subject to the discretion of ETEA and are required by law.

- **The ESOS Framework—providing quality education and protecting the rights**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws

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are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

As an overseas student on student visa, the student must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au> CRICOS registration guarantees that the course and the education provider at which they study meet the high standards necessary for overseas students.

Please check carefully that the details of the course – including its location – match the information on CRICOS.

The ESOS framework protects student’s rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from their provider (ETEA) and their provider’s agent. If students are under 18, to ensure their safety, they will be granted a visa only if there are arrangements in place for their accommodation, support and welfare.
- The right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course fee. They should keep a copy of the written agreement.
- The right to get the education they paid for. The ESOS framework includes consumer protection that will allow them to receive a refund or to be placed in another course if the provider is unable to teach their course
- The right to know:
 - how to use their provider’s student support services
 - who the contact officer or officers are for overseas students
 - if they can apply for course credit
 - when the enrolment can be deferred, suspended or cancelled
 - what their provider’s requirements are for satisfactory progress in the courses they study
 - if attendance will be monitored for those courses
 - what will happen if they want to change providers; and
 - how to use their provider’s complaints and appeals process and access to other policies and procedures including RPL, Credit Transfer, Deferral, Suspension or Cancellation.

As an overseas student on a student visa, the student has responsibilities to:

- ensure they completely understand all course-related information prior to enrolment
- satisfy the student visa conditions
- maintain their Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the written agreement with their provider
- inform their provider if they change the address
- maintain satisfactory course progress
- if attendance is recorded for their course, follow the provider’s attendance policy

Note: International Education website (<https://internationaleducation.gov.au>) provides up to date information on all Acts and Legislation that applies to the studies in Australia:

Access and Equity

ETEA fosters and promotes a culture of observance of the access and equity within the training and workplace environment. All students are treated as individuals and are offered advice and support services, which assist in achieving, identified outcomes including:

- An assessment system and its processes, which does not disadvantage any person or organisation
- All students are guaranteed access to training and assessment, which does not discriminate on any basis
- The chosen processes and materials within the system of assessment do not disadvantage students
- Where potential disadvantages are identified, the system, where possible, is amended to avoid or counter them or appropriate steps will be taken to overcome them, including reassessment if required.
- Students with special needs are offered, where possible, the same opportunities as any other student

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- If required, other assessors or a verifier is called on for assistance and guidance

ETEA commits to comply with State and Federal equal opportunity law to assure that there is no unfair matters or discrimination in our RTO, which consists of:

- The Age Discrimination Act 2004 (Commonwealth)
- The Charter of Human Rights and Responsibilities Act 2006 (VIC)
- The Disability Discrimination Act 1992 (Commonwealth)
- The Privacy Act 1998 (Commonwealth)
- The Racial and Religious Tolerance Act 2001 (Commonwealth)
- The Sex Discrimination Act 1984 (Commonwealth)

Reference: www.comlaw.gov.au

ETEA seeks to ensure that the principles of equity and fairness are present in all of its policies and practices and discrimination and harassment of any nature will not be tolerated. All ETEA staff members are required to be aware of any issues in relation to access and equity and take appropriate actions when required. In cases where a student has concerns, they must contact the relevant Student Support Officer for proper resolution.

Related Documents:

ETEA Access and Equity Policy

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Discrimination, Harassment and Bullying

“Under the provisions of the Equal Opportunity Act 1984, discrimination or harassment is unlawful. If you have any problems relating to discrimination or harassment, you must speak to the Student Support Officer for assistance and further information”

ETEA seeks to ensure that the principles of equity and fairness are present in all policies and practices and discrimination and harassment of any nature will not be tolerated.

We will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of sex, marital status, age, pregnancy, race, religious or political conviction, disability, family responsibility or family status and that all persons are treated with fairness, respect and dignity. ETEA will also ensure that no complainant is victimised.

Any form of intimidation, abuse, discrimination, exclusion, cyber bullying, emotional or physical harm against any student or staff member both on and off campus will not be tolerated.

Where it is established that such behavior is taking place, disciplinary action will be enforced and will result in the immediate dismissal of any such perpetrator.

Related Documents:

ETEA Code of Conduct

Code of Conduct

ETEA has a Student Code of Conduct policy to assist it in dealing with a range of cases from minor cases of inappropriate behaviour to more serious cases of misbehaviour. All students are required to show professional courtesy in their conduct towards both ETEA personnel and their fellow students at all times. Bad behaviour, inappropriate language, harassment and bullying will not be tolerated. Any student who continually acts or behaves in a manner that is unacceptable may face suspension or cancellation of their enrolment.

ETEA has a “no tolerance” policy with regard to the use and/or sale of any prohibited substances.

No food and beverage ARE to be taken into and/or consumed in any classroom or at a computer station by staff or students. Adequate breaks are provided throughout the day for refreshments.

Mobile phones are not to be used in the classroom at any time.

The following is a set of guidelines published to assist students in understanding this policy and the broad actions considered to be inappropriate behaviour or misbehaviour:

Inappropriate Behaviour:

ETEA may choose to temporarily suspend a student’s enrolment if ETEA deems the student’s behaviour to be unacceptable for an educational setting. This may include but is not limited to:

- Continuously talking and interrupting training sessions
- Causing disruption to others by speaking out of turn
- Distracting other students
- Running/chasing around the confines of ETEA premises
- Displaying defiant or rude behaviour
- Coming to class without items as required by timetable or trainers
- Littering, consuming food and beverage or smoking in unauthorised areas
- Using a mobile phone in class

Students displaying inappropriate behaviour, as outlined above, may have their enrolment suspended until such time as ETEA is satisfied that the behaviour of the student will be improved to the satisfaction of ETEA.

Misbehaviour: (See the Suspension, Deferring and Cancellation Policy)

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In cases considered to be misbehaviour, ETEA may choose to cancel a student's enrolment. Actions considered to be misbehaviour may include but are not limited to:

- Verbal or physical abuse/assault of another student or trainer
- Stealing
- Bullying
- Damage to or defacing of ETEA property
- Acts of graffiti
- Non-payment of tuition fees
- Stalking
- Cheating or plagiarism
- Computer virus infection or spam activity
- Serious misconduct
- Any illegal behaviour

Students displaying any act considered to be misbehaviour, as outlined, above may have their enrolment cancelled.

Important Note: *Cancellation of an enrolment for any student studying on a student visa requires ETEA to report this to the DIBP. All such cancellations may also affect the student visa.*

Attendance Requirement

Students are required to attend scheduled classes to benefit the most out of the training process. In case they are not able to attend a class, it is their responsibility to inform their trainer or the Training Manager. However, ETEA does not formally monitor attendance for the purpose of reporting a student to DIBP.

Plagiarism and Cheating Policy

Definition of Plagiarism and Cheating:

- Cheating means any dishonest or deceitful conduct in relation to the submission or class- work, assessments, assignments or other course related conduct. (Example: copying work from another person or buying course notes is considered cheating)
- Plagiarism means using the ideas or expressions of someone else without acknowledging them and passing them off as one's own.

Note - All assignments are to include a 'Student Declaration' that is signed by the student to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/referenced, and that no part of the assignment has been written for them by another person.

Trainers and assessors are required to undertake checks of students work for any plagiarised content or cheating that may have occurred. This will be achieved through a sampling process.

Reporting requirements

- All staff and students must report any suspected instances of plagiarism or cheating by a student to the relevant Trainer who in turn will advise the relevant Training Manager.
- The report must be made in writing and given to the relevant Trainer within seven (7) business days of the alleged plagiarism or cheating taking place; and be accompanied by any supporting evidence.

Investigation

- Upon receiving a report of suspected plagiarism or cheating, the Training Manager must investigate the matter promptly and determine whether the allegations are correct.
- This investigation must include an interview with the student and relevant Trainer as well as, in the case of allegations of plagiarism, a review of the alleged copied material and student's class work.
- The student has the right to have a support person present during any interview and to make submissions.

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Outcome of investigation

- The Training Manager will advise the student in writing of the outcome of the investigation within twenty-one (21) business days of receiving the report of alleged cheating or plagiarism.

Consequences of plagiarism or cheating

- If the Training Manager forms the view that the student has or is more than likely to have committed plagiarism or cheated and this is the first instance of plagiarism or cheating committed by the student during their enrolment with ETEA, the Training Manager:
 - ✓ send a written warning letter advising that the enrolment may be cancelled if the student is found in the future to have committed another act of plagiarism or cheating at ETEA; and
 - ✓ meet with and counsel the student not to engage in any further cheating or plagiarism; and
 - ✓ require the student to resubmit the relevant class work or undertake the relevant assessment again or undertake any other remedial action deemed appropriate; or
 - ✓ apply a Not Yet Competent grade to the unit of competency
- If the Training Manager forms the view that the student has or is more than likely to have committed plagiarism or cheated and this is the second instance of plagiarism or cheating committed by the student during their enrolment with ETEA, the Training Manager will:
 - ✓ recommend that the enrolment be cancelled for student misbehavior
 - ✓ send a letter to the student advising that their enrolment is at risk of being cancelled. The letter will advise that the student will have twenty (20) business days (plus 2 days for postage) in which to appeal the outcome of the investigation.
- The Training Manager will cancel the student's enrolment if the student fails to lodge an appeal within the twenty-two (22) day time period, withdraws from an appeal or the outcome of the appeal process results in a decision in support of ETEA.

The Training Manager has the discretion not to cancel the student's enrolment. This discretion may be applied in a number of different circumstances, including (but without limitation) where the student can prove that there were compassionate or compelling circumstances that contributed to the dishonest actions.

If there are any out-of-control factors affecting a student's academic integrity, the student can discuss the matter with the Trainers or the Training Manager in the first instance. If the student believes there is a valid reason behind the conduct, they should discuss this with their trainer and request for a Special Consideration to the Student Administration within five (5) business days from the event. Late submission will not be considered. Students should note that a decision not to cancel their enrolment is discretionary only and will not always be exercised even where there are compassionate or compelling circumstances.

Record keeping

Full and proper written records of the following will be kept on the student's file:

- The initial report of the alleged cheating or plagiarism
- The steps taken in the investigation
- Copies of any correspondence sent to the student
- Records of any meetings with the student, including counselling
- Outcome of any appeal by the student; and
- If the student's enrolment is cancelled, written verification of the cancellation must be provided to the student
- Process for monitoring students work

Appeal

Students have the right to appeal any decision made by an ETEA staff member under this policy. Students must lodge their appeal within twenty (20) business days (plus 2 for postage) of the decision being made. Students can access the Student Complaints or Appeals form from the Website and/or the relevant Administration staff.

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Referencing

ETEA requires its students to be aware of its plagiarism and cheating policy when submitting written assessments that contain references to the ideas of others.

Plagiarism and cheating such as copying another student's work or buying course notes of any kind will not be tolerated by ETEA and such action constitutes student misbehaviour. It may result in the cancellation of a student's enrolment or at the very least, they will be referred to management for disciplinary action and be asked to resubmit the assignment/test under strict supervision.

Related Documents:

Code of Conduct

Complaints and Appeals Policy and Procedure

Access to the Student's File

You can access your student file any time that you wish. Inform the Administration Manager that you would like to look at your file by filling out a "Student Request Form (General)" and specifying the details by selecting others option. The file will be provided to you within two (2) business days after confirming your identification. You must provide photo identification (e.g. Australian Driver's License with photo or passport) or two other forms of identification in order to gain access to your student file. You must do this with an ETEA staff member and you may NOT remove the file from the premises under any circumstances. However, if you want any information from your file, the staff member can photocopy it for you. Because of Australian Privacy Legislation (Commonwealth Privacy Act), no other person can look at someone else's file.

Authorisation to Disclose Information

ETEA follows the guidelines laid down by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 that provides 13 principles constituting the Australian Privacy Policy (APP).

The information provided by students to ETEA may be made available to Commonwealth and State agencies and the Secretary and the Director of the Tuition Protection Service (TPS), pursuant to obligations under the ESOS Act 2000 and the National Code.

Students who wish to authorise a third person to receive information on their behalf need to inform ETEA of the details of this person in writing, preferably via an email.

Students have access to their personal and academic records on written request. Students must make an appointment with the Training Manager or their trainer to view their files. Students must provide photographic proof of identify before any records are provided. All students will have access to their records within two (2) business days of a written request.

Use of Mobile Phone

You may not use your smart phone to connect to the ETEA Wi-Fi network during classes. You must, however, ensure that your phones are set to silent at all times during class as a courtesy to the trainer and fellow students. If you fail to adhere to this regulation you may face exclusion from class.

Change of Address or Contact Details

You are required to provide ETEA with your contact details (including current addresses, phone numbers and email addresses) at all times. This information is kept confidential and is only available to those staff members who need to contact you about your studies or enrolment. It is a requirement of a student visa that if your contact details ever change, ETEA must be notified – you must advise ETEA no later than seven (7) business days after the change has taken place. All emergency contact details must be provided as well in case of emergency.

You must inform ETEA by going to Student Administration at the relevant Campus and completing a "Change of Details form".

Note: ETEA's address is not to be used as mailing address for private purposes.

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Student Identification (ID) Card

Each student may request a Student ID Card and a digital photograph will be taken upon student's request. The ID card will be printed and made available for collection within five (5) working days of the request.

Please look after the Student ID Card. If a replacement ID Card is requested, it will be issued at a cost of \$20.00.

Punctuality

You must arrive for class at least ten (10) minutes before the session commences. It is also important that you return to class promptly after breaks. Students who are late to class will not be permitted to enter so as not to disrupt the training or tasks in progress.

Latecomers will be required to wait until the next break and can only enter the session when it re-commences. This will result in students being marked absent for the missed lesson and may affect their course progress, which in turn may affect the visa conditions.

During all assessments, you must arrive and be ready to begin at least fifteen (15) minutes prior to the scheduled commencement time. Latecomers will not be permitted entry to the assessment and will need to book a re-assessment at their own expense.

General Request

Students requesting any form of correspondence, including general copies of letters or copies of CoE, are required to give a notice period of five (5) business days to the Admissions Officer.

Lost or Stolen Property

Although ETEA takes precautions to protect student property, it cannot assume responsibility or liability for damage to, or loss of, personal property. You are reminded to take all precautions to protect your personal property and not to bring items of value to ETEA nor leave bags or other personal belongings unattended for any period.

Refund Policy

The following applies to any circumstances in which ETEA will consider a refund:

When students apply for a refund, they must complete an Application for Refund form and submit it to the relevant Admissions Officer. The date the Application for Refund is received by ETEA is considered the notice date. The notice date is the date used for the calculation of any refund of monies paid in advance. It will also be used to calculate any cancellation fee due to ETEA by the student as applicable in the case of fees not yet paid but invoiced/ owing.

- A verbal cancellation does not constitute having provided written notice of cancellation
- The Complaints and Appeals Policy and Procedure does not limit the student's right to pursue other legal remedies
- Any refund due will be processed within ten (10) working days of receipt of the refund request and payable within twenty-eight (28) working days

ETEA may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. The student may accept the offer in writing within thirty (30) business days. Where the student agrees to this arrangement, ETEA will not be liable to refund the money owed for the original enrolment.

Visa refused before the student commences the course	Full refund of the course fees after deducting whichever is less of the following amounts: a) 5% of the amount of course fees received by ETEA; b) \$500
Visa refused after the student commences the course	Refund of unspent portion of tuition fees received by ETEA. Non-tuition fees will be non-refundable.
Withdrawal notified in writing and received by ETEA 28 days or more prior	70% refund of tuition fees

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to course commencement	
Withdrawal notified in writing and received by ETEA less than 28 days prior to course commencement	No refund of tuition or non-tuition fees
Where ETEA cancels the course after the commencement date	100% refund of the unspent pre-paid tuition fees
Where an IRON student fails to satisfactorily complete an assessment(s) and, as a consequence, whose enrolment is cancelled	No refund of tuition or non-tuition fees

Records of refund: ETEA is responsible to record any refund application and outcome in the student file. Such information can be submitted or disclosed to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

You are requested to go through ETEA’s refund policy and procedure for further information.

Related Documents:

ETEA International Refund Policy and Procedure

TRAINING AND ASSESSMENT

Mode of Study and Assessment Methods

Mode of Study

All ETEA courses are available as face-to-face class-based delivery including class-based training, group discussions and individual research, and practical placements

Assessments Methods

The assessment will comprise the mix of written and practical activities together with observation during class sessions, which are designed to assess effectively student’s understanding and whether they can apply the knowledge and skills into the real-world context.

Competency-based Training and Assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Both on the job and off the job training and assessment aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

The method and timing of assessment depending upon the assessor, the student and the competency being assessed.

In order to assess whether a student is competent, they are ‘judged’ against established standards (often called benchmarks). These standards have been developed by industry and are called competency standards. Competency standards may also be referred to as units of competency.

Competency standards are documents that define the competencies required for effective performance in the workplace in specific industries. Competency standards include the essential information needed to assess a student. Some enterprises have developed specific competency standards for their business.

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What sort of evidence is collected?

Assessment involves collecting evidence. This evidence may be direct evidence (such as observation of workplace performance), indirect evidence (such as formal testing) or supplementary evidence (such as references from employers). This evidence is used by an assessor to make a judgement about whether the student is competent.

It is the responsibility of the assessor to determine what and how much evidence is required to make the assessment judgement. Training Packages provide guidance on the types of evidence required, and further advice may be gained through moderation and industry consultation.

What results do students get?

After someone has undergone a competency-based assessment or a skills recognition assessment, they are either deemed 'competent' or 'not yet competent'. If they are deemed competent, they will be issued with either a Statement of Attainment listing the units of competency they are competent in or a full qualification. If they are deemed not yet competent, they will be given feedback on their performance. All students have the opportunity to appeal their results and be reassessed.

There are four forms of re-assessment that can be used where a student's assessment is assessed as "NYC", these are:

1. A re-submission of work or product as per the original assessment task evidence
2. A re-sit of the/written assessment
3. A repeated demonstration where a practical demo was required to meet evidence of a criteria checklist.
4. Other form of evidence agreed to by the Assessor and student.

Resubmission of Assessment

Guidelines for reassessment or re-submission of assessment tasks

As per ETEA's reassessment procedure, a student will have up two opportunities to demonstrate competency for each assessment task. A Student will only be eligible for a second attempt if they have submitted or conducted their first attempt within the timelines established by their Assessor. A student is allowed to repeat a unit of competency under the following circumstances

- Student failed to attend sessions for a unit of competency and hence got an NYC for a unit of competency
- Student failed to achieve competent result even after re-assessments

Related Documents:

Assessment Policy and Procedure

All assessment outcomes are available to students through ETEA's Student Management System and will be provided to students upon request.

Results and Qualifications

Results

Student results are published on an on-going basis in the Student Management System. This provides real time access to the students' results as assessments are marked and uploaded. Students can request to check all of

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the results to ensure that they are consistent with the feedback that students have been given from their trainer. If there are any discrepancies, students can discuss these with their trainer once the discrepancies are identified

Qualifications

The final course testamur (Certificate/Diploma) will be issued after all required competencies have been achieved for a course, and the student has completed any required placement. Qualifications are issued four (4) weeks from the date when all required assessments have been completed. No requests for earlier issuance will be considered.

Academic Transcript

The Academic Transcript will list all units that they have completed and their outcomes. Academic Transcripts are not official documents and are to be considered as only an indication of the student’s academic progress. Please note that official Academic Transcripts are not available after the final qualifications have been issued.

Statement of Attainment

A Statement of Attainment will be issued to students who, upon completion of the course, have not achieved all of the required competencies for the course. In this case, students will be required to re- enrol into the outstanding units in order to achieve the final qualification.

Acceptance of issued documents

Any discrepancies with issued Qualifications and/or Statements must be addressed to the CEO in writing within twenty-eight (28) business days of the date of issue. Following this period, ETEA will amend the Qualification and/or Statements in exceptional circumstances.

Collecting Qualifications and Statements of Attainment

The Qualifications or Statement of Attainment are only available for pick-up. As a result, if students leave the State after the completion of their studies, they must delegate a person with an authorised letter to collect the Qualifications or Statement of Attainment on their behalf with the Training Officer.

If the Qualifications or Statement of Attainment is lost ETEA may charge a re-issuing fee.

Issuing of Results and Qualifications

All documents listed above will only be issued once all outstanding fees have been paid in full.

Re-issue of Statements of Attainment and final course qualifications

ETEA reserves the right to charge for each reprint. Please see the Fees and Charges section of this Booklet.

Completion within Expected Duration of Study

ETEA will monitor the workload of international students, in accordance with documented policies and procedures to ensure that students can complete the course within the expected course duration, as registered on CRICOS and as identified by the length of their student visa. The Training Officer will manage monitoring of student study loads.

Unless there are compassionate or compelling circumstances that prohibit international students from studying full-time (20 hours of schedule course contact hours per week) students are not guaranteed an extension to their student visa if they do not complete within the CRICOS registered timeframe.

ETEA may only extend a student’s duration of study in limited circumstances as specified in the National Code 2018. These include compassionate or compelling circumstances, the implementation of an intervention strategy or an approved interruption to study. Under these circumstances students may study less than a full-time load, but the reasons for their under-enrolment must be documented and kept on file. Students should also be advised that a variation to their study plan may affect their student visa and as necessary they should seek advice about extension through the Student Support Officer.

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Monitoring Course Progress

Maintaining satisfactory course progress is a requirement of the student's visa. ETEA has elected to enter into a Course Progress Agreement with DIPB. Under this Agreement, students are required to achieve **a minimum of 50% competency** in the units required to be undertaken in each study period in order to maintain satisfactory course progress.

A study period at ETEA is defined as 10 weeks for all Courses except for Diploma of Nursing which is 18 weeks, and the IRON Program is 12 weeks.

ETEA is required to systematically monitor students' course progress through documented procedures. Staff must be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Students who do not achieve the required 50% competency rate for two (2) consecutive study periods are breach of the course progress requirement and must then be reported to the DIBP through PRISMS.

In the event that a student is at risk of not meeting course progress requirements, ETEA will implement its intervention strategy to identify any necessary action to assist the student to achieve or regain satisfactory course progress. Failing to comply with the intervention strategy can lead to cancellation of the student's enrolment

Related Documents:

Course Progress Policy and Procedure - International Student

Deferral, Suspension or Cancellation

Student initiated Deferral, Suspension or Cancellation

If International students wish to defer, suspend or cancel the enrolment, they must, in the first instance, discuss the reasons for deferral, suspension or cancellation with the Admissions Officer and then apply to do so. ETEA will assess the application and advise the student in writing of the outcome within ten (10) working days.

CRICOS Standard 9 sets out the circumstances that an International student can seek a deferment, suspension or cancellation of enrolment.

Defer an Enrolment

Students may request a deferral prior to course commencement based on:

- Student visa delay, or
- Compassionate or compelling circumstances

In either case the request must be in writing via an "Application to Defer, Suspend or Cancel Enrolment Form" and documentary evidence must be provided to ETEA, addressed to the Training Manager in Melbourne. When the deferral is processed, the student will receive:

- A revised Letter of Offer if the deferral is prior to commencement. Terms and conditions of the original enrolment will still apply; or
- A confirmation of deferral letter that outlines the dates of return.
- If students wish to defer the study without compassionate or compelling reasons, the form should be submitted within ten (10) working days of the course start date.

Suspending an Enrolment during a Course

- You may request a suspension of enrolment for a particular period. Normally ETEA will not grant a suspension of more than 3 months, but this will depend upon the compassionate or compelling circumstances that is the basis for the application.
- Suspensions can only be granted on compassionate or compelling grounds.

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- You must complete an 'Application to Defer, Suspend or Cancel Enrolment Form' and submit it to the relevant Admissions Officer. Supporting documents such as medical certificates must be attached with every request.
- If the requested period of suspension does not affect the end date of the course, the student's current CoE will not be altered or cancelled.
- If the period of suspension does affect the end date of the course, then a decision will be made as to whether to cancel the current CoE and issue a new one for an agreed return date or to cancel the current CoE and ask the student to reapply for a CoE when they are ready to return.
- Generally, the DIBP will decide whether a student may remain in Australia or must return home during this period. You need to see a staff member at the BIPB to discuss your case.
- Terms and conditions of the enrolment continue to apply and any payments must be made according to the Letter of Offer/Invoice you have been provided with. These fees will be held for a maximum period of six (6) months and credited to the next term of study on your return.
- Compassionate and compelling circumstances include:
 - serious illness or injury, where medical certificate states that they were or will be unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on their studies; or,
 - traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologist reports)
 - where the registered provider was unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above is only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use professional judgment to assess each case on its individual merit.

Canceling an enrolment

- You must complete an 'Application to Defer, Suspend or Cancel Enrolment Form' with all relevant supporting documentation (compassionate or compelling reasons) attached and submit it to the relevant Admissions Officer.
- You should not consider the enrolment cancelled until notification in writing from ETEA is received. A decision will be made within ten (10) business days.
- In considering cancelling an enrolment, you must also refer to the terms and conditions in the Student Enrolment Agreement you signed upon enrolment.
- If you wish to cancel your enrolment prior to completing 6 months of study in your principal course, you must provide a Letter of Offer from an alternative provider.
- Please note a cancellation is not considered a Letter of Release and, therefore, may have serious consequences for your student visa.
- Should a cancellation request not be approved, you may choose to access the Complaints and Appeals Policy and Procedure.
- Where a suspension, deferment or cancellation request is approved, a student course variation is recorded in PRISMS.

Important Note:

- ✓ Deferring, suspending or cancelling an enrolment may affect the student visa. Students should contact the nearest DHA office or refer to www.border.gov.au for further information.
- ✓ In considering cancelling enrolment, students should also refer to the ETEA Refund Policy.
- ✓ Any deferral, suspension or cancellation will be reported via PRISMS and all supporting documentation will be placed in the student's file.

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ETEA initiated deferral, suspension or cancellation

ETEA may defer an enrolment in extenuating circumstances that affect the delivery of training such as scheduled dates, location or other sufficient reasons to cancel the course. In this case, students can request a refund.

ETEA has the ability to suspend or cancel a student's enrolment when the student has not paid fees required for the course, has failed to commence studies within fourteen (14) business days of the commencement of each term or on the grounds of misbehavior. This misbehavior may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism and non-compliance with ETEA's policies, procedures and contractual agreements.

Where a student has been identified with Academic or General misconduct, ETEA shall ensure the following:

- Students will be treated fairly, with dignity and with due regard to their privacy.
- Students will be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the CEO to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Other compelling evidence such as a police report.

The CEO is responsible for deciding whether there has been a breach on the basis of the evidence presented and for deciding the ensuing penalty (i.e. suspension or cancellation of enrolment). The CEO may consider the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Such acts of Misbehaviour will be classified into one of two categories: **Academic Misbehaviour and General Misbehaviour**

Academic Misbehaviour

The following gives an indication to the types of behaviour that constitute 'Academic Misbehaviour' with ETEA:

Summative Assessments

- Students must not help or receive assistance from other students during the completion of a summative assessment
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the assessment room other than those specified for that assessment
- Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- Unauthorised absence from class
- Failure to meet unit requirements in accordance with ETEA's Monitoring International Student's Academic Progress policy and procedure (for example non-submission of assignments or failure to complete other assessment activities in that unit of competency)
- General misbehaviour (see below)

Other assessment tasks – (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment

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- Students must not ask another person to produce an assessable item for them

General Misbehaviour

Refer to the Student Code of Conduct section for a full description of General Misbehaviour that could lead to a deferment, cancellation or suspension of studies.

ETEA may cancel a student enrolment on the grounds of:

- contravenes any rules or acts
- prejudices the good name or reputation of ETEA
- prejudices the good order and governance of ETEA or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of ETEA
- fails to comply with conditions agreed in the contract
- willfully disobeys or disregards any lawful order or direction from ETEA personnel
- fails to comply with any penalty imposed for breach of discipline
- misbehaves in a class, meeting or other activity under the control or supervision of ETEA or on ETEA premises or other premises to which the student has access as a student of ETEA
- obstructs any member of staff in the performance of their duties
- acts dishonestly in relation to admission to ETEA
- knowingly makes any false or misleading representation about things that concern the student as a student of ETEA or breaches any of ETEA's rules
- alters any documents or records
- harasses or intimidates another student, a member of staff, a visitor to ETEA, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- breaches any confidence of ETEA
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from ETEA premises while acting as an ETEA Australian student, in a manner which is illegal or which is or will be detrimental to the rights or property of others
- steals, destroys or damages a facility or property of ETEA of or for which ETEA is responsible; or
- Is guilty of any improper conduct.
- fails to pay tuition fees (non-payment of fees)
- Engages in cheating or plagiarism

ETEA initiated deferral, suspension or cancellation

Where ETEA initiates suspension or cancellation, students will receive a notification. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa and will clearly identify that a student will be given twenty (20) business days (plus 2 days postage) from receipt of Notice to access ETEA's Complaints and Appeals procedures. The student will also be informed of the right to access the External Complaints and Appeals Process.

If a student accesses ETEA's internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of the Institute apply.

Notifying the Department of Immigration and Border Protection

ETEA will notify the DIBP via PRISMS of all circumstances in which a student's enrolment is deferred, suspended or cancelled. This action may affect their student visa.

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Related Documents:

Deferring, Suspending or Cancelling A Student's Enrolment

Monitoring International Student's Course Progress policy and procedure

Complaints and Appeals Policy and Procedure**Complaints and Appeals Procedure**

ETEA is committed to providing a fair and equitable process to all students whereby students may have their complaint or appeal resolved in a timely manner. The following definitions should help the student clearly understand the terms:

- Complaints: the notification of the student's concern, issue or dissatisfaction relates to any matter.
- Appeal: the application process to review the assessment decision or the results of a lodged complaint because of dissatisfaction with the process.

Despite all efforts of ETEA to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provide a complainant or appellant with an opportunity to have complaints or appeals resolved and resolutions reached in a timely manner at little or no cost.

In all cases the following points are to be followed:

- Process is in place for lodging a formal complaint or appeal, if the matter cannot be resolved informally. This requires a written record of the complaint or appeal to be kept
- Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself
- The complainant and any respondent will not be victimised or discriminated against
- Each party may be accompanied and assisted by a support person at any relevant meetings;
- Student's enrolment will be maintained throughout each of the appeals process.
- The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- The process commences within ten (10) business days of formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than sixty (60) business days to finalise.)

If a complaint or appeal cannot be satisfactorily resolved, the complainant or appellant will be advised of their right to appeal to an external body; namely, to the Overseas Student Ombudsman. ETEA has an arrangement with Overseas Student Ombudsman to resolve the complaint independently.

Where a decision or outcome is in favour of the complainant or appellant, ETEA shall follow the required action to satisfy student's complaint immediately.

Informal process

Where possible all in-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue and the student's complaint. Any staff can be involved in this informal process to resolve issues but once the student has placed a formal complaint/appeal the following procedures must be followed.

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General Complaints

All complaints or appeals are submitted in writing to the Administration Officer. It is his/her responsibility to acknowledge the complaint or request for an appeal in writing and to deal with the complaint in the first instance. A Complaint/Appeal Lodgement form is available from the relevant Administration section and the website, which can be used to lodge the complaint. Support to properly complete this form can be obtained from the relevant student support officer. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint
- Attachments (if applicable)

Once a complaint is received it is to be entered into the 'Complaints Log Book/Register', which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint / appeal
- Determined Resolution
- Date of Resolution

A student may be assisted or accompanied by a support person at any stage of the complaints and appeals process regardless of the nature of the complaint.

Once a complaint has been filed and logged in the 'Complaints and Appeals Register', the Administration Officer shall notify the Quality Management Committee (QMC) and the QMC will, unless there are exceptional circumstances, direct the Course Co-Ordinator to resolve the Complaint.

The Course Co-Ordinator will conduct the complaint process and attempt to resolve the complaint within 20 working days. The Course Co-Ordinator will keep the complainant informed by way of a written 'report' of any decisions or outcomes concluded and the reasons for the decision, or detail the processes in place to deal with the complaint. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than sixty (60) business days to finalise.)

The 'report' will further advise the complainant of the right to access the external appeals process if he or she is not satisfied with the outcome of the formal complaint process.

Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Course Co-Ordinator and on the student's file.

Within the notification of the outcome of the formal complaint, the student shall also be notified that they have the right of appeal. To appeal a decision ETEA must receive, in writing, grounds of the appeal. Student is referred to the appeals procedure.

Where a decision or outcome is in favour of the student, ETEA shall follow the required action to satisfy the student's complaint immediately.

In case of complaints received from a student, ETEA will maintain student's enrolment, throughout the complaint process.

Internal Appeals

All students have the right to appeal decisions made by ETEA where reasonable grounds can be established. The areas in which a student may appeal a decision made by ETEA may include:

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- Administrative and Management practices
- Training and assessments outcomes
- Reported breaches of academic performance
- Deferral, suspension, or cancellation decisions made in relation to the student’s enrolment
- Or any other decision that is made after a complaint has been dealt with by ETEA at the first instance.

To activate the appeals, process the student is to complete an ‘appeal’ application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be obtained from the Administration section.

The Course Co-Ordinator shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within ten (10) business days of the appeal being lodged.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

Where a student has appealed a decision or outcome of a formal complaint they are required to notify ETEA in writing within twenty (20) business days (plus 2 days for postage) of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the administration section and the Course Co-Ordinator shall ensure the details of the appeal are added to the ‘Complaints and Appeals Register’.

The CEO shall be notified and shall seek details regarding the initial documentation of the complaint and shall refer the appeal to the QMC. The QMC shall conduct the appeal.

The student shall be notified in writing of the outcome and the ‘Complaints and Appeals Register’ updated.

Where a decision or outcome is in favour of the student, ETEA shall follow the required action to satisfy the student’s complaint immediately.

Assessment Appeals

Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate, the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student’s satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. The student shall lodge the appeal with administration section and the appeal shall be entered into the ‘Complaints and Appeals Register’.

The student will be given the option of having the assessment re-assessed by a different ETEA assessor.

The student shall be notified in writing of the outcome of the reassessment and the ‘Complaints and Appeals Register’ updated.

Where a decision or outcome is in favor of the student, ETEA shall follow the required action to satisfy the student’s complaint immediately.

The student shall be immediately advised that he or she can lodge an external appeal.

Appealing decisions to report breach of VISA requirements

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Where a student wishes to appeal the decision of ETEA to notify DIPB of a breach of procedures, fees and discipline, the student shall lodge, in writing, a letter outlining the details of their appeal.

The appeal shall be lodged with administration section and the appeal shall be entered into the 'Complaints and Appeals Register.'

The QMC shall be notified and shall seek details regarding the initial documentation of the breach and shall decide based on the grounds of the appeal.

The student shall be notified in writing of the outcome and the 'Complaints and Appeals Register' updated.

Where a student has decided to access the appeals process in relation to a reportable breach, ETEA will not report the breach until the appeals process has been undertaken. ETEA is required to maintain all relevant responsibilities until the breach has been reported to DIBP via PRISMS.

Appealing deferrals, suspension or cancellation of enrolment decisions

Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal.

The appeal shall be lodged this with administration section and the appeal shall be entered into the 'Complaints and Appeals Register'.

The QMC shall be notified and shall seek details regarding the initial documentation of the decision and shall decide based on the grounds of the appeal.

The student shall be notified in writing of the outcome of the Appeal and the 'Complaints and Appeals Register' updated.

The student shall be immediately advised that he or she can lodge an external appeal.

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, ETEA will not update the student's status via PRISMS until the appeals process is completed. ETEA is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DHA via PRISMS.

External Appeals

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, the student will be advised of their right to seek assistance from an external third-party mediator.

ETEA, will refer the student to Overseas Students Ombudsman to lodge an external appeal or complain about this decision.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Contact Details for the External Third-Party Mediator:

	Overseas Students Ombudsman	ASQA
Phone	1300 362 072	1300 701 801
Where to lodge complaint form online	http://www.oso.gov.au/	http://www.asqa.gov.au/complaints

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The complainant must submit the appeal in writing to the External Third-Party Mediator and is required to attach all copies of all ETEA written decisions in relation to the student's complaint and/or appeal.

The external mediation process will commence within fourteen (14) business days of the appeal being lodged.

The decision of this independent mediator is final and any further action the student wishes to take is outside of ETEA policies and procedures. The student shall be referred to the government agencies such as Australian Skills Quality Authority (ASQA), DIBP or the National Training Complaints Hotline (Tel. 1800 000 674). This information can be gained from the Director Compliance & Training.

Where a decision or outcome is in favor of the student, ETEA shall implement the required action immediately and advise the student of the outcome.

The student's enrolment shall be maintained until the external appeals process through the Overseas Students Ombudsman is finalised.

This complaints and appeals process does not remove the student's right to act under Australia's protection laws.

Related Documents:

Complaints and Appeals Policy and Procedure

Privacy Policy

ETEA is committed to respecting the privacy of all personal information as well as complying with the relevant state and federal principles on privacy, including the 13 Australian Privacy Principles. This policy explains how we manage personal information in relation to these principles.

This policy applies to all collection, use, disclosure, storage and destruction of Personal or Health Information by ETEA.

Types of personal Information collected and held:

ETEA collects and holds information from staff and students at the time of employment or enrolment which may include:

- Date of Birth and Gender
- Contact information such as place of residence, postal address, phone number and email address
- Emergency Contacts
- Prior education
- Employment History or Status
- Country of Birth and Language Spoken
- Disabilities

How information is collected and held:

This information collected will be obtained only by lawful means via:

- Student enrolment forms;

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- Employee contract;
- Interviews, assessments, and training sessions;
- Resumes, references, and additional information provide the company;
- Former employers, educational institutions, and professional and/or regulatory bodies;
- Workplace complaints received about students involved in on-the job training;
- Workplace accidents in which students in on-the job training are involved;

Student information is stored on the Student Management System and the enrolment form can be found on the file server as a scanned PDF document. Staff records are kept on file in the head office.

The purpose for collecting and holding and disclosing personal information:

In connection with providing our services we need to collect and disclose personal and sensitive information. The reason is to enable us to:

- Identify and manage our relationships with students;
- Maintain quality course and assessment development;
- Ensure quality business planning;
- Market our services appropriately;
- Distribute information about various opportunities to our students;
- To meet ETEA’s obligations to state and federal government bodies;
- To ensure relevant contact can be made in an emergency.

In some instances, if the information we seek is not provided we may not be able to fully assist with the application.

We destroy unused personal identifiable information via a secure manner.

How an individual may access and correct personal information:

Where legally possible, personal information held by ETEA about an individual may be accessed by that person upon request to the student administration manager. We endeavour to ensure all of our information about an individual is accurate and current, but if inaccuracies are identified by the individual we will take appropriate steps to correct the information. An access fee may be charged to cover our costs of providing this information to you. All requested information will be provided within 30 days from receipt of the request.

How an individual may complain about a breach of the Australian Privacy Principles:

If a person feels that there has been a breach of privacy principles, they may request a hearing with the General Manager to discuss their situation and resolve the issue in an appropriate manner.

Disclosure of personal information, including to overseas recipients:

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We will only use personal information for:

- The main purpose of our business;
- Development of our products and services;
- Other purposes where you would reasonably expect us to use this information;
- Where written consent is given by you to it being used for another purpose; and
- When required to do so by law;

In order to fulfil the above we may release your personal information to third party whom we have a business relationship with, such as:

- Contractors;
- Suppliers;
- Potential employers;
- Actual employers;
- Where we have a legal obligation to provide such information to specific groups.

In the event of your illness or injury, we may use or disclose your health information to any medical or first aid provider for the purposes of administering assistance to you. We may also disclose such information for any other purpose if it relates to the safe conduct of the workplace.

We will not disclose personal information to a person outside of Australia unless that person or body is legally obliged to protect the individual's privacy under equivalent or higher privacy legislation than ourselves.

Availability of Privacy Policy

ETEA provides its privacy policy to all students and interested parties free of charge.

Anonymity

ETEA will only allow staff or students the option of not identifying themselves when entering transactions with us wherever it is lawful and practicable.

Collection of Sensitive Information

ETEA will only collect sensitive information from a student with their signed consent. This is either through a student enrolment form or employment contract.

Marketing Communications

ETEA will not forward contact details on to a 3rd party for direct marketing purposes, however we may use a person's contact details to inform them of upcoming events of interest. If any person wishes not to receive these communications they will have the option to opt out of further contact.

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Legislation

You may need to be aware of the legislation listed below while studying a course with ETEA

You will be provided with an explanation log of the legislation from the head office on request to info@etea.edu.au

Name of relevant legislation	Web link
Age Discrimination Act 2004	http://www.comlaw.gov.au/Details/C2012C00907
Australian Human Rights Commission Act 1986	http://www.comlaw.gov.au/Details/C2013C00080
Racial Discrimination Act 1975	http://www.comlaw.gov.au/Details/C2013C00013
Sex Discrimination Act 1984	http://www.comlaw.gov.au/Details/C2013C00012
Workplace Gender Equality Act 2012	http://www.comlaw.gov.au/Series/C2004A03332
Disability Discrimination Act 1992	http://www.comlaw.gov.au/Details/C2013C00022
Disability Discrimination Act – Education Standards 2005 <i>Act No. 19 of 2005</i> <i>An Act to amend the Disability Discrimination Act 1992, and for related purposes</i>	http://www.comlaw.gov.au/Details/C2005A00019
Copyright Act 1968 <i>Act No. 63 of 1968 as amended</i> <i>Copyright Amendment Act 2006</i>	http://www.comlaw.gov.au/Details/C2010C00476 http://www.comlaw.gov.au/Details/C2006A00158
Corporations Act 2001	http://www.comlaw.gov.au/Details/C2013C00003
Corporations Regulations 2001	http://www.comlaw.gov.au/Details/F2012C00851
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	http://www.comlaw.gov.au/Details/C2012C00896
Fair Work Act 2009 <i>Act No. 28 of 2009 as amended</i>	http://www.comlaw.gov.au/Details/C2013C00070
Fair Work Regulations 2009	http://www.comlaw.gov.au/Details/F2013C00049
Financial Management and Accountability Act 1997	http://www.comlaw.gov.au/Details/C2012C00510
Freedom of Information Act 1982	http://www.comlaw.gov.au/Details/C2012C00904
Income Tax Assessment Act 1997	http://www.comlaw.gov.au/Details/C2013C00082

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National Vocational Education and Training Regulator Act 2011	http://www.comlaw.gov.au/Details/C2012C00744
National Vocational Education and Training (Consequential Amendments) Act 2011	http://www.comlaw.gov.au/Details/C2011A00014
Data Provision Requirements 2011 legislative instrument Data Provision Requirements 2012.	http://www.comlaw.gov.au/Details/F2013L00160
Privacy Act 1988	http://www.comlaw.gov.au/Details/C2012C00903
Safety, Rehabilitation and Compensation Act 1988	http://www.comlaw.gov.au/Details/C2012C00799
Standards for VET accredited courses	http://www.comlaw.gov.au/Details/F2011L01330
Superannuation Act 1976	http://www.comlaw.gov.au/Details/C2013C00038
Australian Consumer Law 2011	http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm
Work Health and Safety Act 2011	http://www.comlaw.gov.au/Details/C2011A00146
National Occupational Health and Safety Commission (Repeal, Consequential and Transitional Provisions) Act 2005	http://www.comlaw.gov.au/Details/C2005A00135
Work Health and Safety (Transitional and Consequential Provisions) Act 2011	http://www.comlaw.gov.au/Details/C2011A00146
Social Security Act 1991	http://www.comlaw.gov.au/Details/C2013C00081
Vocational Education and Training Funding Amendment Act 2001	http://www.comlaw.gov.au/Details/C2004A00855

Feedback procedure for Continuous Improvement

You will be contacted by ETEA to provide feedback at various points during your course with us.

Your trainer will provide you with feedback forms at the end of every unit and there will be a course end feedback as well which will include the feedback about full course, trainer, training facilities, practical placement.

Please take the time out to fill out the any forms provided. Your feedback is important to us and helps us improve our training and services.

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