



**ELIZABETH**  
Institute  
SYDNEY, AUSTRALIA

# International Student Guide 2021



**Sanbourne Academy Pty Ltd**

**Trading as Elizabeth Institute**

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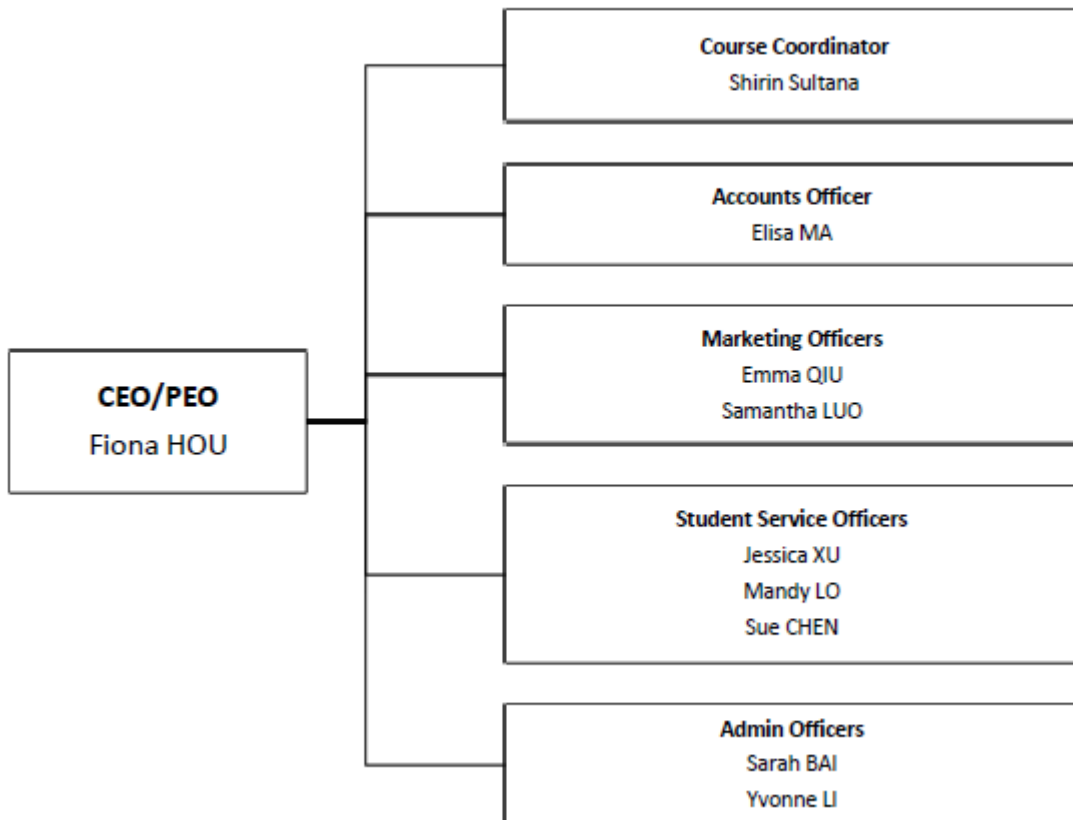


## International Student 24 Hour Emergency Contact

The international student 24 hour emergency contact for critical incidents at the Elizabeth Institute is; Fiona Hou (CEO/ PEO/ PEO) 0434520725.

### Emergency Telephone Numbers Police, Fire, Ambulance – 000

### About Elizabeth Institute: Key Contacts





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## Introduction

Elizabeth Institute Pty Ltd is a Registered Training Organisation (RTO), ID Number 41286, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors and subjects the Institute to regular external audit to verify adherence to these standards.

Elizabeth Institute (“the Institute”) is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS number 03695F). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Elizabeth Institute is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

Elizabeth Institute uses various education agents to assist it in recruiting prospective students. A full list of agents is on our website.

## Who are we?

Our aim is to assist students to achieve their learning and career goals in the most innovative, positive and supportive environment.

## Why Study at Elizabeth Institute?

- Experienced and qualified trainers who are skilled in working with students
- A supportive and practice-based approach to learning and skill development
- A culture of learning that respects openness, inclusiveness and collegiality
- We are committed to equity, ethics, innovation and excellence



## The Elizabeth Institute Approach: Quality and Responsive Education

To ensure the course is the right one for a student we require them to undertake a pre-enrolment interview with the Course Coordinator or their delegate to assess their suitability and capacity to undertake the course.

The Institute ensures that international students are provided with all the information they need to enable them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals. We are fully aware that the Institute has legislative responsibilities to comply with and regulatory requirements which govern the process of the enrolment and induction of students from overseas.

The Institute strives to:

- Achieve service excellence in vocational education for students so as to make them job ready for industry
- Become financially sustainable for the delivery of high quality training and assessment services
- Cater to the culturally sensitive needs of diverse cultural groups and the rich cultural mix that is growing steadily in Australia

Elizabeth Institute offers the following training programs to students:



Course code and Name	Mode of Study	Delivery Method
BSB40820 Certificate IV in Marketing and Communication (CRICOS Course Code:103569B)	Full time	Class room*
BSB50620-Diploma of Marketing and Communication (CRICOS Course Code: 103570J)	Full time	Class room*
BSB60520-Advanced Diploma of Marketing and Communication (CRICOS Course Code: 103571H)	Full time	Class room*
ELICOS - General English (CRICOS Course Code: 094879M)	Full time	Class room*
* Note, due to Covid-19 courses may also need to be conducted in a virtual classroom in the event of Government mandated lockdowns. Students will be informed of this either prior to or during their enrolment with the RTO.		





### **About this handbook**

This information booklet is designed to provide you with information about the services provided by Elizabeth Institute and its approach to providing you a safe, fair and supported environment to participate in training and assessment. In this guide, you will find information on how Elizabeth Institute works, where students should go, and who they should see to resolve problems. This handbook also contains information on policies and procedures and relevant legislative and regulatory requirements so that you understand how Elizabeth Institute operates.

See the full versions of the policies and procedures and various forms under the 'Student Resources: Policies and Procedures' tab on the website.

This booklet does not provide you with specific information about a particular course offered by the Institute. This information is contained in the Course Brochure supplied separately.

## **Student Support Services & Resources**

Students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Students can request assistance at any time by simply contacting the Student Support Officer, in person or by phone or email. The Student Support Officer is the contact person for overseas students.

To ensure we meet the specific needs of our students, the Institute will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The Institute will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)



This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

The Institute will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the Institute
- The Institute will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the Institute. In these circumstances, individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the Institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources



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- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Course Coordinator regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student is encouraged to meet with the Student Support Officer and to outline their concerns. The Institute, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at the Institute. These inductions give an overview of the Institute policies and procedures including Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff, including the Student Support Officer and a tour of facilities.



## Introduction to Australian Vocational Education and Training

### What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### National recognition

The qualifications and Statements of Attainment issued by Elizabeth Institute are recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Elizabeth Institute recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### What is competency based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### Training packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.



## Results and certificates

On completing the training program with the Institute, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Elizabeth Institute will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

## Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)



## Registration and Orientation

Registration and orientation is the essential first step for Elizabeth Institute students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Elizabeth Institute students attend registration and orientation and cover the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Employment rights and responsibilities – Fair Work Ombudsman
- Your safety
- Academic and general administrative matters
- Students rights and responsibilities
- Student support services & staff
- Policies & requirements for satisfactory progress and attendance
- Unique Student Identifier (USI)
- Student visa conditions overview
- Complaint procedures
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

## Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.



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The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

To read a student fact sheet on the ESOS framework and your rights as an international student:

<https://www.dese.gov.au/esos-framework/resources/international-students-factsheet>

### **Tuition Fee Protection**

Your tuition fees are protected by Student Tuition Protection Service (TPS). The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that these students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students)

For further information please refer to <https://tps.gov.au/StaticContent/Get/StudentInformation>

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

### **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

RTOs and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. This happens because PRISMS interfaces with the Department of Home Affairs (DHA) and RTOs notify DHA through PRISMS of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.



RTOs also use PRISMS to notify DHA of students who may have breached the terms of their student visa. PRISMS has reduced visa fraud and ensured RTOs keep track of the students in their care.

## Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a RTO and the RTO's agent
- The requirement to sign a written agreement with the RTO before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement is to be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the RTO is unable to teach the course.

The right to know:

- How to use the RTO's student support services.
- Who the contact officer is for overseas students.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The RTO's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's complaints and appeals process.

**The student responsibilities** include:

- Satisfy their student visa conditions.
- Maintain Overseas Student Health Cover (OSHC) for the period of their stay.
- Meet the terms of the written agreement with Elizabeth Institute.
- Inform Elizabeth Institute of any change of address.
- Maintain satisfactory course progress and attend all scheduled classes.

## The Unique Student Identifier

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students





with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of the notice to Elizabeth Institute. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## Conditions of your visa

Find out more at; <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

All international students applying to enter a training program being offered by Elizabeth Institute must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements
  - Be a genuine temporary entrant
    - Meet English language test score requirements
    - Demonstrate financial capacity
    - Hold Overseas Student Health Cover (OSHC)
    - Meet the health requirements
    - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the



Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Elizabeth Institute as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page

All students, regardless of the financial capacity and English language proficiency will need to continue to have met all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

### **Permission to work arrangements**

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

### **Fair Work Ombudsman**

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.



## Complaints

Those in the national workplace relations system can make a complaint to FWO regarding under-payment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there has not been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## Course Delivery

To ensure that students are attending the right training program before we make an offer we conduct a review of a student's current competencies, skills and experience, including their literacy and numeracy skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

## Delivery of Courses

Students are required to undertake 20 hours' study per week during terms, this includes 20 hours face to face classroom work five (5) hours of self-study. Elizabeth Institute courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

### Face to Face Delivery\*

The face-to-face delivery includes lecture, videos, group activities, pair work and class presentations. Programs are designed to allow for the adoption of a range of learning approaches to cater for differences in learning preferences, learning interests and needs, and variations in learning opportunities. Students are expected to attend all scheduled training sessions and they are expected to undertake reading and research activities in their own time in conjunction with the delivery of face-to-face sessions.

**\* Note**, due to Covid-19 courses may also need to be conducted in a virtual classroom in the event of Government mandated lockdowns. Students will be informed of this either prior to or during their enrolment with the RTO.



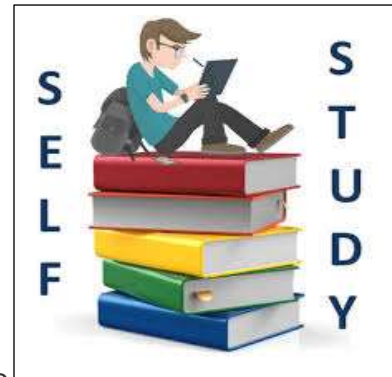
### Self-study study

Self-study learning forms part of the formal contact hours. Students have workbook activities to complete which include learning activities such as formative activities, quizzes, case studies and written exercises to deepen understanding through the completion of learning activities. These are reviewed by the trainer at the commencement of each week or session.

### **Self Study**

Successful completion of your course will require you to engage in unsupervised out of class self study.

The purpose of self study is to complement your formal class based learning by you completing a range of supplementary learning activities. The research says that this improves your marks, understanding and confidence.



Self-study is designed to allow you some time to reflect and to research the unit you are studying at a deeper level and in your own time.

Self-study is a weekly activity, for a specified amount of time, which is in addition to your in-class study and in addition to the assessments. It involves reading books and articles on the topic, watching educational videos and working through practice questions to reinforce skills you have learned.

You are provided with a Self Study Guide for each unit of competency. The Guide contains weekly learning activities, written exercises. and a guide to reading the text/learner guide by giving the page numbers for a set amount of reading for each week. The Self Study Guide is structured to assist you to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The amount of time students need to spend varies with the individual. However, the specified number of hours set for the week is appropriate for satisfactory course progression.

Your trainer will monitor your self-study activity by asking questions and conducting a discussion of the outcomes of the activity at your next training session.

Elizabeth Institute adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of satisfactory academic progress.



Students are provided with textbooks, workbooks and access to a library.

## Course Progress and Attendance Policy

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the Course Coordinator aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Elizabeth Institute will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Elizabeth Institute will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

### Attendance

Students must attend class according to their timetable. Full time study is a visa requirement. Elizabeth Institute maintains class rolls as the method by which it monitors your attendance. Elizabeth Institute has a duty of care to its students and must know where its students are if they are absent.

To gain the most benefit from the Elizabeth Institute learning experience and to be able to complete your assessments you need to come to class and actively participate in the learning activities, and complete your self-study exercises. Joining in with your classmates makes the learning more enjoyable. It is Elizabeth Institute's experience that failing to maintain academic progress nearly always involves students who have a poor attendance record.



## Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency. Assessment activities may include the following

### Questioning

- The trainer may ask learners verbal questions, for example in role play scenarios, in practical demonstrations to assess understanding.

### Written Exercises

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short written answers, case studies, and reports.

### Case Study/Written Report/ Projects

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

### Presentations /Role Plays

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

### Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

## Assessment Submission

Students will receive an assessment summary at the beginning of each unit or cluster of units. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date, without an agreed extension or due to misadventure, will be deemed 'not competent' and recorded as a missed assessment.

## Missed Assessment

In cases where a student has not submitted an assessment, the Course Coordinator, or their delegate, will meet with the student to decide on the appropriate intervention strategy to ensure



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successful academic progress. The Course Coordinator/delegate will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Elizabeth Institute complaint and appeals process if they are not satisfied with the outcome.

### **Assessment Outcomes**

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. The Appeals process is described in this Student Handbook.

### **Assessment Attempts/Re-assessment**

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Re-assessments are organised by Student Services and a cost maybe incurred per assessment task (see above.) Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Institute's policy. Student Services will advise of the cost of repeating a unit of competency and if there is a cost for re- assessment. Repeating a unit of competency is subject to timetable availability.

### **Recognition of Prior Learning (RPL)**

Elizabeth Institute has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Elizabeth Institute ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package



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- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

Elizabeth Institute provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

### **What is national recognition? (Credit Transfer)**

National recognition is the recognition achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

#### **Evidence requirements for national recognition**

An applicant will be required to present his or her statement of attainment or qualification for examination by the Institute. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

#### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the Institute's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.





- National recognition may only be awarded for whole units of competence.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

## Issuing Qualifications and Statements of Attainment

Elizabeth Institute will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however, that Elizabeth Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Elizabeth Institute have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course.
- A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

## Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/book/internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.



Elizabeth Institute has formal procedures in place to check for cheating and plagiarism and action will be taken against any student engaged in plagiarism.

Penalties for plagiarism are serious. A student who is identified as cheating or plagiarising will be graded as "Not Yet Competent" (NYC), pending resubmission of the assessment. They will be given a second chance to resubmit the assessment within a timeframe set by the Trainer and Assessor. Failure to resubmit by this due date will deem your assessment to be "Not Yet Competent". You may appeal if you feel you have been treated unfairly.



Source: dictionary.com

## Policies and Guidelines

**Please note detailed information on the topics below can be accessed on the website under the Policies, Forms and Resources tab.**

### Deferring, Suspending or Cancelling a Course

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at Elizabeth Institute are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Elizabeth Institute may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The Institute will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and Elizabeth Institute must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Elizabeth Institute must report the student to DHA via PRISMS, as not complying with visa conditions.



## Process for Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Elizabeth Institute will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by the RTO including the reasons for refusal of release. Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the Institute's complaints and appeals process within 20 working days if they want a review of the decision.

Applications for transfer from Elizabeth Institute will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Course Coordinator to discuss the transfer request
- The Course Coordinator will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Course Coordinator during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted in the student file with required future actions.
- In all cases, students who have not had their termination request approved may access



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Elizabeth Institute's complaint and appeals process within 20 days

- Evidence will be retained on the student file.

## Extension of Student Study

Elizabeth Institute will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the student's CoE as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate states that the student was unable to attend classes or where Elizabeth Institute has not been able to offer a pre-requisite unit of competency)
- Elizabeth Institute is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- Elizabeth Institute approved deferment or suspension of studies granted

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Elizabeth Institute records this variation and the reasons on the student file. Elizabeth Institute will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Elizabeth Institute specified in the student CoE will not exceed the CRICOS registered course duration.

## Reduction of Student Study

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Elizabeth Institute will notify this early course completion to DET via PRISMS.

## Holidays

Elizabeth Institute has timetabled in suitable holidays for students undertaking courses so students are not permitted to have additional holidays. Elizabeth Institute closes on all official Federal and state Public Holidays.



## Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime,
  - which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

## Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and must be completed with supporting documentation attached to set an appointment with the Course Coordinator. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.



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## Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify Elizabeth Institute as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Elizabeth Institute records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student file.

Students must keep the original medical certificate(s) to provide to DHA if required.

## Disclosure of Information

Elizabeth Institute and its staff abides by the conditions of the Privacy Act 1988, Australian Privacy Principles (APPs).

The following applies:

Information about a student from the student

- You have the right to access information that Elizabeth Institute is retaining that relates to you based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed

Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

Elizabeth Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Elizabeth Institute will seek the written permission of the student for such disclosure. Elizabeth Institute will not disclose your information to any



person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

If you have concerns about how Elizabeth Institute is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/privacy/privacy-complaints/>

## Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

Elizabeth Institute ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risk termination.

## Complaints and Appeals

Elizabeth Institute is committed to providing a fair complaints and appeals process.

Elizabeth Institute is committed to providing a fair complaints and appeals process. It is our aim to resolve any concerns or issues fairly, transparently, professionally and confidentially and as



soon as practicable.

A student may have a complaint regarding their dealings with Elizabeth Institute, other students, its' education agents or any related party Elizabeth Institute has an arrangement with to deliver the course or related services.

Elizabeth Institute recognises that in some instances a student may not agree with certain decisions, including an assessment decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

Elizabeth Institute encourages students to seek to address any complaint or appeal they may have informally by speaking to their trainer, Student Service Officer or Course Coordinator, as appropriate. However, should the matter be unresolved there is a formal process in place. An outline of the formal process is as follows.

Step 1: A complaint/appeal can be lodged in writing by letter or by email or in person. A student can lodge their complaint/appeal with any member of staff but should preferably lodge their initial complaint with the Course Coordinator. Receipt of the complaint/appeal will be acknowledged in writing within five working days and a written record of the complaint/appeal will be kept including the outcome and the reasons for the outcome. All reasonable measures will be taken to address the issue and to finalise the process as soon as practicable.

The following principles apply to Elizabeth Institute's complaints and appeals handling:

- a. A student may be accompanied and assisted by a support person at any relevant meeting.
- b. The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- c. Elizabeth Institute will maintain the student's enrolment while the complaint and appeal process is ongoing.
- d. If the internal or any external complaint handling or appeal process results in a decision or recommendation in favour of the overseas student, Elizabeth Institute will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.
- e. Elizabeth Institute will not report a student for unsatisfactory progress or attendance while the student is accessing the Institute's internal and external complaint and appeal process. The Institute will wait for the outcome of the external process with consideration for student welfare, as reporting a student for breaches may have serious consequences for the student's visa and it may result in cancellation.





Step 2: If a complainant is dissatisfied with the outcome of their formal complaint/appeal they may lodge an appeal with the CEO/ PEO within ten working days of receiving notification of the outcome of their formal complaint. The CEO/ PEO will implement a formal decision review process.

Step 3: If the complainant is not satisfied with the outcome of their internal appeal then the following avenues for an external appeal are available. Free external assistance is available from

- Overseas Students Ombudsman - investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial  
Overseas Students Ombudsman: GPO Box 442, Canberra ACT 2601, Australia Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia) [www.oso.gov.au](http://www.oso.gov.au)  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- Australian Skills Quality Authority (ASQA) - will require the student to have exhausted all avenues through Elizabeth Institute's internal appeals handling procedure before contacting it. <https://www.asqa.gov.au/complaints>
- Department of Fair Trading – deals with consumer related issues (<http://www.fairtrading.nsw.gov.au>)

In addition the Resolution Institute, the national association of dispute resolvers, is an appropriate third party. Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW Phone: (+61 2) 9251 3366  
Free call: 1800 651 650  
Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)  
Website: <https://www.resolution.institute>

Should the student wish to access the services of the Resolution Institute Elizabeth Institute will pay 50% of the costs involved and the student will be also be required to pay 50% of the costs involved.

A full copy of Elizabeth Institute's Complaints and Appeals Policy and Procedure and the Student Complaint and Appeal Form may be downloaded from the Policies, Forms and Resources tab on the website.



## Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Chief Executive Officer. The Chief Executive Officer is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 2 re-assessments.
- If after the reassessment, the student remains not-competent and is dissatisfied with the assessment outcome, the student is to meet with the Chief Executive Officer and the Course Coordinator to discuss the assessment process and the assessment outcome.
- If after consultation with the Chief Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that Elizabeth Institute has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team will inform the applicant of any improvement actions identified.

You may access the complete policy and procedure on our website on the policies page.



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## Critical Incidents

Elizabeth Institute is committed to maintaining a safe and supportive environment for staff and students. The Critical Incident policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at the Institute. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

**A Critical Incident:** is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at the Institute; and
- Information which has the potential to negatively affect the reputation of Elizabeth Institute in the media and/or wider community.

Elizabeth Institute has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organising debriefing, counselling and follow-up.

You may access the complete policy and procedure on our website on the policies, forms and resources page on the website.



## Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any Elizabeth Institute campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

The Institute agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.



## Student Support Services & Resources

Students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

To ensure we meet the specific needs of our students, the Institute will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The Institute will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

The Institute will seek to maximise opportunities for access, participation and outcomes for all



students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the Institute
- The Institute will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the Institute. In these circumstances, individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the Institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights



The Student Support Officer can also refer the student to a trainer or the Course Coordinator regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to outline their concerns. The Institute, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at the Institute. These inductions give an overview of the Institute policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.



## General administrative matters

### Change of Address or Contact Details

Students **must** notify Elizabeth Institute of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Elizabeth Institute issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on a student's visa status particularly when the student fails to respond to communication from Elizabeth Institute and is reported on PRISMS.

### Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the Elizabeth Institute student card at all times when on Elizabeth Institute campus.

The Elizabeth Institute student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees.

### Termination

Students wishing to terminate their course earlier than the course completion date must complete a Elizabeth Institute termination form stating the reason with attached evidence and attend an interview with the Course Coordinator. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc

If a student requests termination of a principal course of study within the first six months, the student must apply for release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform Elizabeth Institute that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

### Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa





to demonstrate satisfactory academic progress is the first priority.

## Extending Course Duration

Students requiring an extension of time to complete their course must make an appointment with the Course Coordinator. The only reasons for extension of course duration are:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

Elizabeth Institute is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

## Educational Agents

Please note that we may use Educational Agents in the recruitment of international students. Please see the website for a list of educational agents with whom Elizabeth Institute has an agreement.

## Student Request Forms

Students may request information from Reception. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

## Elizabeth Institute Campus Guidelines

Elizabeth Institute students must adhere to the following:

- Behave and speak to everyone at Elizabeth Institute in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access Elizabeth Institute complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat Elizabeth Institute equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

Students who bring any of the items below to Elizabeth Institute campus will be reported to



authorities immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that their student visa will be cancelled by Australian Immigration.

- Non-prescription drugs
- Alcohol
- Weaponry
- Pornography

### **Elizabeth Institute Classroom Guidelines**

During theory and practical classes students are required to:

- Turn off mobile phones
- Develop and display group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

### **Student Feedback**

Students are requested to complete the following at the end of each term:

- Learner Quality Indicator
- Elizabeth Institute Student Feedback

Students are requested to complete these feedback forms honestly to assist Elizabeth Institute to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at the Institute, this information can be provided directly to the trainer or Course Coordinator at anytime.

### **Course Requirements and Payments**

The following applies:

- Prospective students must meet general entry requirements as well as academic entry requirements for each course. These requirements are clearly outlined in International Student Prospectus as well as on Elizabeth Institute's website.



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- Prospective students are also required to have certain level of English Language proficiency. Elizabeth Institute will accept test results (with relevant test scores) from any of the following English Language test provides listed below:

English language provider test	Minimum Test Score
International English Language Testing System	5.5
*Test of English as a Foreign Language (TOEFL) paper based	527
TOEFL internet-based test	46
Cambridge English: Advanced (Certificate in Advanced English)	162
Pearson Test of English Academic	42
Occupational English Test**	pass

\*The TOEFL paper-based test will only be accepted from limited countries.

\*\* The Occupational English Test includes a mark between A and E. An A or B is considered a pass.

NOTE: Not all nationalities are required to provide proof of English language proficiency. You do not need to provide evidence of an English test score with your application if:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
- you are enrolled in ELICOS - General English course
- you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland

- All student applicants **MUST** complete Language, Literacy and Numeracy (LLN) test prior to their enrolment. LLN test is conducted to measure your language, literacy and numeracy skills to determine your suitability as well as if any additional learning support required for the course applied. LLN test is conducted in English only. You will be given instructions on how to complete this test by our admissions team.
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider.
- If the student has nominated an authorised agent, Elizabeth Institute will honour that agent until the completion of the enrolled course.
- Students must pay the enrolment fee, first tuition instalment\* and resource fees in full prior to commencement
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option Elizabeth Institute will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term.
- Non-financial students will not be included on the class attendance sheet until



outstanding fees have been paid.

- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic or non-academic misconduct.

\*unless the student has elected to pay all their tuition fees in advance.

## Terms and Conditions

After the prospective student is offered a place in a course and signs Elizabeth Institute Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and the Institute. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable 14 days before term commencement however to be eligible for acceptance into a course payment should be made when returning the signed Student Written Agreement to Elizabeth Institute.

Students may choose to pay more than 50 per cent of their tuition fees before their course commences. This is not required by the Institute.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into Elizabeth Institute Student Fees Account. When the student commences their course, Elizabeth Institute will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a Elizabeth Institute course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise Elizabeth Institute reserves the right to defer the student's start date until the next available course intake.

## Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.



See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on Elizabeth Institute's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Elizabeth Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.



## Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Elizabeth Institute Reception. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

<b>CIRCUMSTANCE/ NOTIFICATION PERIOD</b>	<b>REFUND</b>
Application/ enrolment fees (if applicable)	Non-refundable unless it meets the conditions below*
Visa application refusal (enrolment fee is non-refundable)	100% refund of paid tuition or material fees paid to date less the enrolment fee
Withdrawal notified in writing and received by the Institute 28 days or more prior to semester commencement	80% refund of paid tuition and course fees paid to date less the enrolment fee
Withdrawal notified in writing and received by the Institute less within 28 days prior to semester commencement and before the commencement date	50% refund of paid tuition or material fees paid to date less the enrolment fee
Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences	No refund of paid tuition or material fees.
Student wishing to transfer to another date or course	Transfer once at no cost. Subsequent transfers will incur an administration fee of \$200.
Student has overpaid & has documentation to support overpayment	Full refund of all overpaid monies
Student has paid monies and the course is unavailable to commence*	100% refund of paid tuition or material fees including enrolment fees.
Cancellation of a course by the RTO (including closure of RTO)*	100% refund of all course fees paid including enrolment fees
Visa cancellation where an international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions; or has their student visa extension application refused by the Department of Home Affairs (DHA) after the commencement of their studies, for not meeting visa requirements.	No refund of course fees paid to date



## Refund Policy

- Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
- Commencement of the course is defined as the course start date in the first Enrolment Application Form submitted by the student or agent and not subsequent to changes to the starting date.
- Course and other fees are not transferable to other students or institutions but may be transferred to another course within Elizabeth Institute at the discretion of the Academy.
- Fees for services paid to education agents by students are not covered by this refund policy.
- This refund policy applies to all tuition fees paid to Elizabeth Institute and includes any tuition fees paid to an education agent to be remitted to the Academy.
- All refund considerations will be strictly limited to the money paid, which Elizabeth Institute has received from the student as tuition fees only (i.e. exclusive of all non-refundable fees and agents' commission—whether this commission was deducted before or after student payment to Elizabeth Institute .)
- Elizabeth Institute enrolment fees are non-refundable in all circumstances except in RTO provider default.
- All refund requests are conditional on the following:
  - The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
  - Any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
- This policy does not remove your right to take further action under Australia's consumer protection law, as per National Code of Practice Section 3.4.5, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies



## Withdrawal from the course

- Where written notice of withdrawal is received by the Institute before the start date of the course, the Institute will refund the fees as per the table below less the enrolment fee of \$200.
- Refunds will be made available within 20 working days (one month) of written notification being received by the Institute.
- In the case where a student enrolls through a registered Elizabeth Institute agent a refund will be paid to this agent.
- If the visa application is rejected, tuition fees are refunded in full. Elizabeth Institute requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa. The Enrolment fee is non-refundable.
- If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.
- Elizabeth Institute refunds are not transferable to another person.
- No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.
- In the case of student suspension or expulsion there will be no refund of fees.
- **Special circumstances:** where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, the Institute at its discretion, may refund unspent fees paid less any administration fees.

## Provider default on delivery of qualification

- Elizabeth Institute reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Elizabeth Institute is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 10 working days (2 weeks) of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by the Institute.
- In an unlikely event that the Institute is unable to start or deliver the course (known as an Institute Default), the Student can choose to accept either option.
- If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student accepted the placement.
- In the unlikely event that Elizabeth Institute is unable to provide a refund or place to a student in an alternative course, (provider default) Elizabeth Institute will notify this





default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

### **Provider rights**

- Elizabeth Institute reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.
- Changes of tuition fees will not apply to students who have paid and or have already commenced their course and have a signed written student agreement. If a student believes that these changes are unreasonable, they have the right to access the Institute' complaints and appeals processes and to also take further action under Australia's consumer protection laws.
- Elizabeth Institute reserves the right to deny a student access to the Institute' premises and to withdraw its other services if their conduct disrupts the normal operation of the Institute. Elizabeth Institute's complaint resolution processes do not circumscribe the student's right to pursue other legal remedies.

### **Student rights**

- The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

### **Refund procedure**

- All refunds agreed to by Elizabeth Institute will be made within 20 working days (one month) of receiving Elizabeth Institute Refund Request form.
- The Student must complete an Refund Request form to apply for a refund and attach all evidence and supporting documentations, such as (but is not limited to):
  - a letter from Department of Home Affairs advising of a rejection of the student visa application or a refusal to extend a student visa; or
  - proof of extenuating circumstances of a compassionate nature; or
  - an unconditional offer letter from another institution along with a Department of Home Affairs approved letter to transfer
- Refund payments will be made in Australian Dollars (AUD) by a bank draft or telegraphic or electronic transfer (or other approved payment options).
- A written statement will be provided to the student to explain how the refund is calculated.



- For an Institute default on the agreement, refunds will be made within 10 working days (two weeks) of the default date.
- All other refunds will be made within 20 working days (one month) of written notification from the student being received by the Institute. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian Dollars.

### **Student's Rights to Appeal**

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to Student Administration.
- The Institute's appeal process does not circumscribe the student's right to pursue other legal remedies.

#### **Overseas Students Ombudsman:**

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: [www.oso.gov.au](http://www.oso.gov.au)

### **If the Australian Government refuses Visa Application**

- If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the Institute.
- However, no refunds will be granted where:
  - An international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions; or
  - An international student, currently in Australia, has their student visa extension application refused by the Department of Home Affairs (DHA) after the commencement of their studies, for not meeting visa requirements.



Elizabeth  
Institute

CRICOS Provider Code # 03695F, RTO # 41286

## Legislative and Regulatory Responsibilities

Elizabeth Institute is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Elizabeth Institute has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Elizabeth Institute has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.nsw.gov.au/](http://www.legislation.nsw.gov.au/) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

A range of legislation is applicable to all staff and students of Elizabeth Institute. Information on relevant legislation can be found at the following websites for New South Wales.

- Workplace Health & Safety

<https://www.safework.nsw.gov.au/legal-obligations/legislation>

- Equal Opportunity

<https://humanrights.gov.au/>

- Discrimination

<https://antidiscrimination.nsw.gov.au/>

- VET Quality Framework

[www.asqa.gov.au/](http://www.asqa.gov.au/)

- Department of Home Affairs

<http://www.border.gov.au/Trav/Stud>



**Following is a summary of the legislation that will generally apply to your day-to-day work and training.**

### **Work Health and Safety (WHS) Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
  - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

### **Anti-Discrimination Act 1991**

The main purpose of the Act is to promote equality of opportunity for everyone by protecting



them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity. For NSW Legislation, [Click Here](#).

## **Disability Discrimination Act 1992**

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## **Sex Discrimination Act 1984**

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

## **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.



There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Industrial Relations Act 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)



## Human Rights

The human rights of all people living in NSW are valued and protected by the Charter of Human Rights and Responsibilities Act 2006. [Click Here.](#)

## Life in Australia



### Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of medical and hospital care, which international students must have while in Australia for the duration of their course of study. OSHC will also pay for most prescription drugs and emergency ambulance transport. The OSHC premium cover must be paid before a student visa is issued. Elizabeth Institute can organise cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at: <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to Elizabeth Institute from the OSHC providers and students can collect them from Reception.



Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider office.

Students must make an appointment with the Student Services Support Officer if there are any problems with OSHC.

## Cost of Living

More information, please visit Living costs in Australia website:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

As from 23 October 2019, the 12-month living cost is calculated as \$21,041 AUD per year plus tuition fees and insurance to live in Australia. There is an additional living cost of \$7,362 per year for a student's spouse and a further \$3,152 per year for a child.

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in, but expect fees of around A\$4,000 to A\$17,000 per year, per child.

On a student visa students are permitted to work up to 40 hours per fortnight during study periods.

During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

### Online Application:

Go to [www.ato.gov.au](http://www.ato.gov.au) and apply on line

Go to 'For Individuals' and click 'Apply for a Tax File Number'

Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)' Go to 'Apply for Tax File Number'

Scroll to the bottom of the page and click 'next' Follow the instructions until you are finished

Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centrepoint Tower, Sydney

**NB: International students will need a passport number and an Australian address.**





## Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Sydney. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

- Study Sydney (NSW) - this website provides information on the services offered in Sydney, NSW and has plenty of information for international students: <https://www.study.sydney/live>
- Find an Early Childhood Service or School: [mychild.gov.au](http://mychild.gov.au)
- My School: [www.myschool.edu.au](http://www.myschool.edu.au)



## Your safety

Elizabeth Institute has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

### Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use /dealing.

### On campus

A First Aid kit is located at reception.

Building Alarms OR other Emergencies In the Event of Fire – **dial “000”**. Alert other occupants and evacuate. Do not use the elevator, use the stairs.

### In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the Institute. Be careful of your personal belongings. Do not leave them unattended.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade



## Beach Safety



## Student Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Elizabeth Institute Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

### Banking hours:

Monday to Thursday 9:30am to 4:00pm

Friday 9:30am to 5:00pm

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

**Commonwealth Bank of Australia** <https://www.commbank.com.au/personal/can/moving-to-australia.html>

**Westpac Bank**

<http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/>



### **ANZ Bank**

<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

### **National Australia Bank (NAB)**

<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

### **Smaller Banks**

There are also a number of other banks, including, Citi Bank, Adelaide Bank, Bank of Queensland, Bank of Sydney, Bankwest, Bank SA, Bendigo Bank, St George Bank, ME Bank and Suncorp Bank.

### **Doctors**

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to the Institute, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

### **Dentists**

Reception can provide a list of nearby dentists in an emergency situation.

### **Hospitals**

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

## **Consumer Law**

Shops and businesses operate differently around the world so it's a good idea to become familiar with the way things are done in Australia so you get the best value for money.

### **Getting a Good Deal**

Although most businesses do their best to offer good deals, there are still those who charge more than that which is fair and reasonable. Most businesses abide by the law and there are laws to guide them and protect consumers. By finding out about consumer rights, market prices and possible scams, students can protect themselves from fraud and ensure they always get the best deal they are entitled to.



The following information is useful if students:

- a) want information about their consumer rights<sup>[1]</sup><sub>SEP</sub>
- b) have a problem with items or services that they have bought or are considering buying
- c) want to know how a business should behave under the law<sup>[1]</sup><sub>SEP</sub>
- d) want to make a complaint about a business.

## Consumer rights

As a 'consumer' everyone in Australia has legal rights and protection wherever they are in Australia. Fair trading laws form part of the Australian Consumer Law to protect consumers. These are outlined in the Competition and Consumer Act 2010. For details, go to [www.accc.gov.au](http://www.accc.gov.au).

Download the **MyShopRights** app to get up-to-date information on rights as a consumer and also learn about the rights and obligations of businesses.

NSW Fair Trading is a government run organisation that gives advice on:

- a) housing and accommodation - renting, buying and selling, renovating, etc.
- b) shopping - exchanging, returns, servicing, warranties, etc. cars - buying or selling a car and information on finance, insurance, leasing, servicing and repairs.
- c) NSW Fair Trading offers a range of information in languages other than English.
- d) want to make a complaint about a business.

## The law and your rights

Student studying in Australia have certain rights and responsibilities. Advice on legal aid services and other Government services can be sourced at the Institute.

Australia has legal protection for overseas students studying in Australia.

The Commonwealth Government's Education Services for Overseas Students (ESOS) Act 2000 governs all education providers' responsibilities to overseas students studying in Australia.

*This agreement [to be signed in the application form], and the availability of the complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.*

Questions about rights and responsibilities, as an international student, may be initially discussed with the student support office at Elizabeth Institute.



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For additional information, contact the Australian Government Department of Education and Training who can answer questions or refer students to the correct agency for help.

If students require an interpreter, contact the Translating and Interpreting Service (TIS) on 13 14 50.

### **Accommodation Assistance**

Elizabeth Institute does not have its own accommodation facilities. Further information on accommodation options in Sydney is available at;

<http://www.study.sydney/live/accommodation>

### **Transport**

Bus Train Ferry Information Line

PH: 131 500 [www.131500.com.au](http://www.131500.com.au)

To travel around Sydney via public transport, you will need an Opal card.



### **What is an Opal card?**

Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add credit to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network. For more information on Opal and Sydney's public transport system, please visit: <https://www.opal.com.au/en/get-an-opal-card/>



## Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

<b>Emergency - Police / Ambulance /Fire</b>	<b>000</b>
Department of Home Affairs (DHA)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
<b>Redfern Legal Centre</b> The International Student Legal Service NSW, funded by StudyNSW, gives free, confidential legal advice to international students living in New South Wales. Address: 73 Pitt Street, Redfern, NSW 2016 Website: <a href="https://rlc.org.au/our-services/international-students">https://rlc.org.au/our-services/international-students</a>	(02) 9698 7277
<b>NSW International Student Service – Support for International Students</b> Website: <a href="https://www.service.nsw.gov.au/guide/support-international-students">https://www.service.nsw.gov.au/guide/support-international-students</a>	13 77 88
<b>Lifeline Crisis Support</b> Free 24-hour telephone help	13 11 14
<b>Beyond Blue – anxiety and depression</b> Free 24 hours a day, 7 days a week	1300 22 4636
Lifeline Counselling Service (telephone counselling) Free 24 hours a day, 7 days a week	131 114
<b>Rhodes Medical Centre</b> , Level 8, 1 Rider Boulevard, Rhodes Waterside Centre (next door to Elizabeth Institute) <b>Bulk billing practice</b>	(02) 8624 6977
<b>Westmead Hospital</b> Hawkesbury Road Westmead NSW 2145 Has a 24 hour emergency department	(02) 8890 5555



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<p><b>Concord Hospital</b> Hospital Road, Concord Has a 24 hour emergency department</p>	(02) 9767 5000
<p><b>Croydon Community Mental Health Service</b> Business Hours: 8.30am – 5pm, Monday to Friday Address: Croydon Health Centre 24 Liverpool Road, Croydon</p>	9378 1100
<p><b>Sexual Assault counseling service</b> <b>Contact details</b> - <a href="http://www.nswrapecrisis.com.au">http://www.nswrapecrisis.com.au</a> <b>Service details</b> - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.</p>	1800 424 017
<p><b>Domestic Violence support service</b> 1800RESPECT is a 24 hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.</p>	1800 737 732
Translating and Interpreting Service (24 hours)	131 450
Public Transport Information Line	131 500
Taxis Combined	133 300

**Consulates:** To find a country’s consulate address and details:

<https://protocol.dfat.gov.au/Public/ConsulatesInAustralia>

## What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what’s happening in and around Sydney refer to the following:

### Daily Newspapers

Sydney Morning Herald: Metro guide every Friday [www.smh.com.au](http://www.smh.com.au)

The Daily Telegraph: “7 Days” every Thursday

### Free publications





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Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

*Can be found outside newsagents, in music/video stores & tourist information centres etc*

Websites <https://whatson.cityofsydney.nsw.gov.au/>

### Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

Ph: 9266 4800

Website: [www.ticketek.com.au](http://www.ticketek.com.au)

### Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts: [www.hoyts.com.au](http://www.hoyts.com.au)

Event Cinemas; <https://www.eventcinemas.com.au/>

### Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	<a href="http://www.sydneyoperahouse.com.au">www.sydneyoperahouse.com.au</a>
The Rocks	<a href="https://www.therocks.com/">https://www.therocks.com/</a>
Darling Harbour	<a href="http://www.darlingharbour.com">www.darlingharbour.com</a>
Chinatown	<a href="http://www.chinatownsydney.com.au/">http://www.chinatownsydney.com.au/</a>
Art Gallery of NSW	<a href="http://www.artgallery.nsw.gov.au">www.artgallery.nsw.gov.au</a>
Sydney Aquarium	<a href="http://www.sydneyaquarium.com.au">www.sydneyaquarium.com.au</a>
Taronga Zoo	<a href="https://taronga.org.au/sydney-zoo">https://taronga.org.au/sydney-zoo</a>



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## Elizabeth Institute Services and Facilities

### Reception

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Collect Elizabeth Institute student card
- Request information

### Student Engagement Area

Elizabeth Institute student area includes:

- Computers
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen