



**AUSTRALIAN
VIRTUS INSTITUTE**
TOWARDS EXCELLENCE

INTERNATIONAL

STUDENT HANDBOOK

AUSTRALIAN VIRTUS INSTITUTE (AVI)
RTO CODE: 45858 | CRICOS CODE:04023E

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WELCOME TO AVI



WELCOME TO AVI

It is a great pleasure that we welcome you to the Australian Virtus Institute (AVI).

We are proud and excited to be able to provide industry leading vocational qualifications to students from across the globe in our brand-new campus. As an international student, we look forward to bringing your own culture and life experience to campus life and add to our already vibrant community.

Our teaching staff recognise that their responsibilities go far beyond studies. In addition to our academic excellence, we believe in providing students with the special experience. Owing to our smaller size, we have been able to offer students an inclusive and unique study experience in which strong connection can be formed. Each of our students and staff working together and take great pride in the success of our students.

AVI is a dynamic, modern and supportive learning space where we give students the keys to success so they can embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace.

AVI is an Australian Registered Training Organisation (RTO) operating under the National VET Framework and regulated by the Australian Skills Quality Authority (ASQA). The qualification we deliver is drawn from Australian National Training Packages and is recognised Australia wide and internationally.

This booklet provides you with important pre-arrival information to help you settle into your new life studying and living Adelaide. We've also included advice on the cultural and social differences you may experience during your early days here in Adelaide, and outlined other practical information to ensure your experiences are positive ones.

We look forward to seeing you on campus and wish you every success with your studies!

With best wishes,

AUSTRALIAN VIRTUS INSTITUTE

Zurich House: Level 9 West, 50 Grenfell St, Adelaide SA 5000

ABOUT AUSTRALIAN VIRTUS INSTITUTE

Australian Virtus Institute (AVI) is an Australian Registered Training Organisation (RTO) operating under the National Vocational Education and Training (VET) Quality Framework. This is a regulated framework which is administered by the Australian Skills Quality Authority (ASQA). Our registration details will be located on the National Register for VET. Australian Virtus Institute was registered to provide educational services to domestic and international students in Adelaide, South Australia.

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under the Education Services for Overseas Students (ESOS) Act 2000 (ESOS Act 2000) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

We deliver Australian Qualifications Framework (AQF) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualification are developed by Industry Skills Councils in consultation with industry bodies, regulators, training providers and other stakeholders. AVI specialises in cookery, hospitality, aged care, community services and business management trainings and maintains close professional links with industries within Australia to ensure our training are at the leading edge of industry developments.

OUR MISSION

Our mission is to deliver quality education that shall equip our students with the required skill set, to gain employment. Our core business is supporting our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capabilities. To create professionals in their chosen industry.

AVI is committed to providing nationally accredited vocational qualifications in a relaxed, informal and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international market.

At AVI, we believe that the key to success is to:

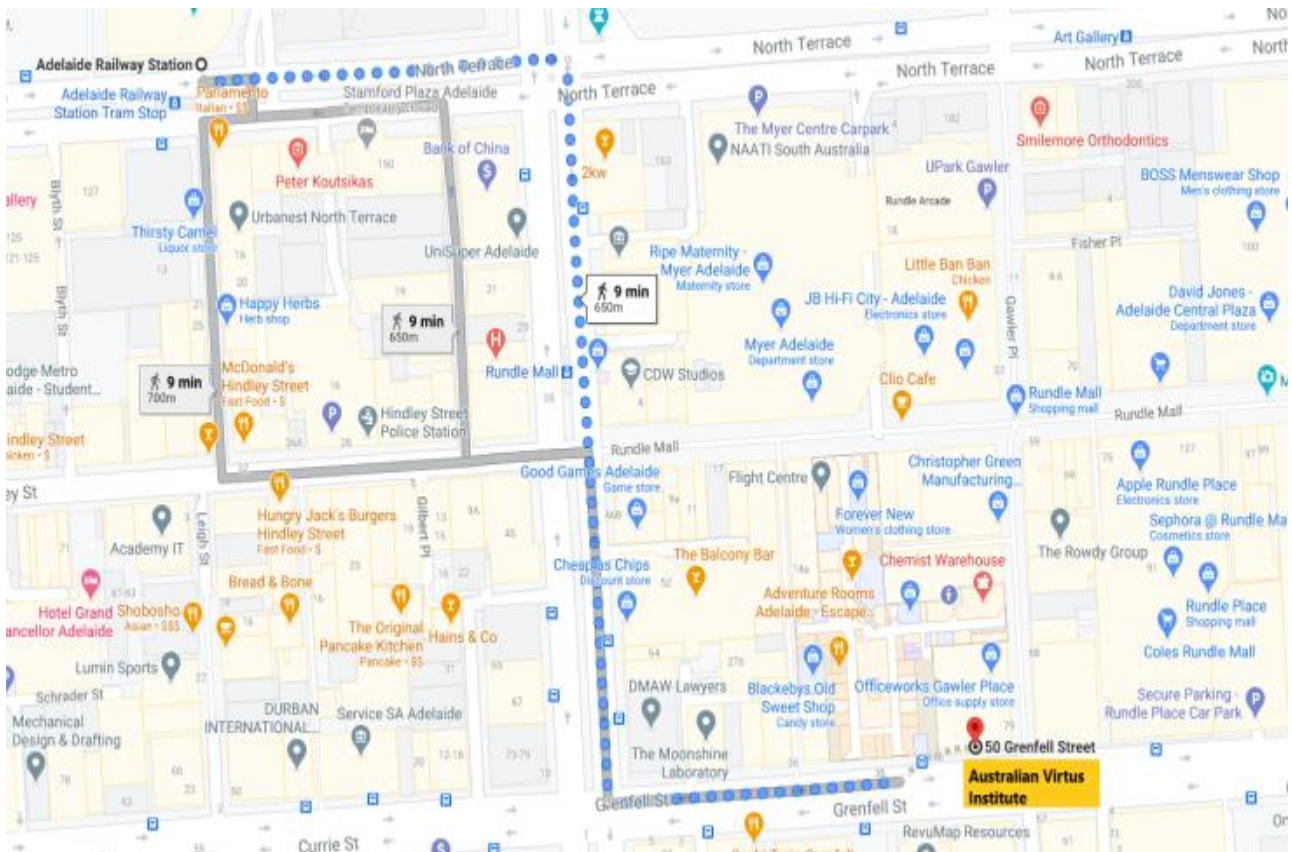
- Empower our students through education and training;
- Provide progressive and innovative qualifications to enable our students to strive for excellence;
- Help our students achieve their personal best in gaining a world-class education;
- Ensure small class sizes so as to give students individual attention;
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field;
- Provide students with state-of-the-art facilities and learning resources;

WHERE ARE WE?

AVI campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of Adelaide’s bustling commerce precincts. Our location supports not only our students’ studies but also their lives off-campus.

AVI is located at Zurich House, Level 9 (west), 50 Grenfell St, Adelaide SA 5000. The Zurich Building is a striking high-rise building, located in the business hub of the CBD on arguably one of the busiest corners in Adelaide, Gawler Place and Grenfell Street. Ideally positioned next to the major retail outlets (Rundle Mall & Rundle Plaza).

We are only 9 minutes’ walk away from Adelaide Station.





HOW TO APPLY?



HOW TO APPLY?

If you are applying through an education agent, please contact them for specific details regarding your application. If you wish to contact AVI directly for any enquiry, please email admissions@avi.edu.au

For information on AVI courses and other information please visit the college website www.avi.edu.au

Step 1 (Enquiry)

Student enquiries made via an agent, website, email, phone, etc. shall be provided with marketing and pre-enrolment information along with a copy of the AVI Student Handbook. This Handbook contains important information for the student such as course entry requirements, enrolment process, visa eligibility requirements, information on life in Australia, AVI Refund Policy, Complaints and Appeals Policy, student support and student’s rights and obligations.

Step 2 (Pre-enrolment & Enrolment Application)

If the student is interested in applying for a course with AVI, the agent or a representative from AVI or Student Support Officer shall provide the following:

Stage 1: A Pre-enrolment kit that consists of a Course information outline; Pre-enrolment Information Checklist; a Pre-Training Review form; and a Genuine Temporary Entrant Form.

Stage 2: If student is suitable for the course applied for and meets the entry requirements, the agent or Student Support Officer shall provide the Enrolment form.

As part of the application the applying student must submit

- 1) Completed enrolment form.
- 2) The evidence of IELTS proficiency:

| Course Name | English Requirements |
|--|--|
| CHC33015 Certificate III in Individual Support (Ageing) | <ul style="list-style-type: none"> ▪ meet one of the following English proficiency requirements: <ul style="list-style-type: none"> ○ a valid IELTS score of 5.5 or equivalent, with no score below 5.0 in any band ○ evidence of successful completion of at least five (5) years (full time equivalent) study taught and assessed in English. ○ completion of an Australian certificate III qualification or above |
| CHC43015 Certificate IV in Ageing Support | |
| CHC52015 Diploma of Community Services | |
| SIT40521 Certificate IV in Kitchen Management | |
| SIT50422 Diploma of Hospitality Management | |
| BSB60720 Advanced Diploma of Program Management | |
| BSB50820 Diploma of Project Management | <ul style="list-style-type: none"> ○ a valid IELTS score of 5.5 or equivalent, with no score below 5.0 in any band |
| BSB80120 Graduate Diploma of Management (Learning) | <ul style="list-style-type: none"> ▪ Have a minimum IELTS score of 6.0 or equivalent, with no score below 5.5 in any band, or equivalent. |

- 3) Copies of High School Certificate or equivalent secondary schooling outcome, qualifications/work experience or higher degree .
- 4) A comprehensive statement of purpose for offshore applicants.
- 5) Evidence of funds and access to it.
- 6) Other relevant documents either to the agent, or AVI representative.

Admissions Officer

AUSTRALIAN VIRTUS INSTITUTE

Zurich House, Level 9 West, 50 Grenfell St, Adelaide SA 5000

Email: admissions@avi.edu.au**Pre-Training Review Form (PTR Form) and Genuine Temporary Entrant Form (GTE Form)**

The agent or a representative from AVI shall interview the student either face-to-face (for onshore) or via telephone or video conference (for offshore). This PTR interview is designed to capture important information about the applicant and eligibility to the chosen course and to personally inform them about their rights and obligations. Following the interview, the Agent or representative from AVI shall conduct a GTE interview to assess the student's existing skills, knowledge and long term goals. In case there are no agents close to the student, then the Student Support Officer will make arrangements with student, to conduct the interview and inform student.

Once the student has completed the PTR and GTE forms, they must be forwarded by the agent or representative of AVI to the Student Support Officer via email:

Student Support Officer

AUSTRALIAN VIRTUS INSTITUTE

Zurich House, Level 9 West, 50 Grenfell St, Adelaide SA 5000

Email: admissions@avi.edu.au

For those applying onshore the PTR and GTE interviews shall be conducted on AVI campus by the Student Support Officer. The PTR and GTE form will then be reviewed along with feedback (if applicable) and student will be notified via email.

Step 3 (Student Offer Letter and Written Agreement)

AVI will review the application for enrolment, interview together with other documents, and if found eligible, the applicant will be sent a Letter of Offer and Student Agreement with an invoice outlining the "initial fees" (refundable) you will be required to pay and an enrolment fee of \$250 (non-refundable) to ensure a position for the student in the next intake. The Letter of Offer is valid for 28 working days only. After this date, the position will be offered to another applicant. It is important to note that the offer made by AVI is conditional based on the student meeting the minimum requirements for the course.

The Letter of Offer will:

- Advise the course name, content and duration of the course in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemised list of course money payable by the student (Summary of Fees)
- Set out the circumstances in which personal information about the student may be shared between AVI and the designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.
- Advise the student of his or her obligation to notify AVI of a change of address within 7 days while enrolled in the course.
- Include information of any arrangements with another registered provider, person or business to provide the course or part of the course if applicable.
- Advise indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
- Include information about the grounds on which the student's enrolment may be deferred, suspended, withdrawn or cancelled.
- Include a brief description of the ESOS framework made available electronically by DHA, ESOS Legislative Framework.

Step 4 (Confirmation of Enrolment)

To accept the offer, the student must agree to the terms and conditions of the Letter of Offer, complete, sign and return it to AVI. The signed agreement must be received before the student offer expires. The student is also required to provide a payment receipt with the amount indicated as payable in the offer letter from the total tuition fees for successful admission to a program. The student is responsible in keeping a signed copy of their Letter of Offer and Written Agreement, together with the copy of their payment receipt. These documents must be submitted to the AVI agent or representative. If the student is applying onshore, they are also required to supply a copy of their personal details and a copy of a valid student visa and a copy of their OSHC card.

The Agent, AVI Representative or onshore international students should submit the Student Agreement and supporting documents via mail, or email with evidence of the full invoiced payment to:

Admissions Officer

AUSTRALIAN VIRTUS INSTITUTE

Zurich House, 50 Grenfell St, Adelaide SA 5000

Email: admissions@avi.edu.au

Once all required documentation and payment has been received, AVI will send the student the following items:

- An electronic Confirmation of Enrolment (eCOE)
- Confirmation of course commencement details
- A tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information
- Student Visa Travel Guide
- Orientation information

These documents shall be sent to the student's nominated email address. The student may also nominate to have these document sent to the agent.

Step 5 (Visa / Travel / Accommodation)

Upon receiving the electronic Confirmation of Enrolment (eCOE), the student can apply for a Student Visa (subclass 500).

You must apply for this visa online. After you have gathered and scanned the documents that support your application, create an IMMI account and apply for your student visa with the online application system – ImmiAccount on Department of Home Affairs website (www.homeaffairs.gov.au). Students may opt to use services of a registered migration agent or an agent to lodge the visa application on their behalf.

Students must notify AVI at the earliest possible the outcome of visa application. Students whose visas have been granted are required to arrange their own travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify AVI of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of temporary accommodation including address, as well as confirmation of travel booking and the planned arrival time, airport, etc.
- Phone number of a relative, a friend or a contact in Australia
- Contact details on arrival in Australia
- The day and time of arrival

This information is to be provided to the agent or AVI representative or Student Support Officer directly via mail or email to:

Student Support Officer

AUSTRALIAN VIRTUS INSTITUTE

Zurich House, Level 9 West, 50 Grenfell St, Adelaide

SA 5000

Email: admissions@avi.edu.au

If the student is not successful in securing a student visa, they must notify AVI as soon as possible to access a full refund of their paid tuition fees (i.e. \$1500 of total tuition fees). The student will not be refunded the application fee (\$250). The student will need to submit the following in making a refund:

- Refund application Form
- Withdrawal Form
- Refusal Letter

Step 6 (Orientation / Course Commencement)

The student shall be notified of the course commencement details at the point of confirmation of enrolment. On arrival at AVI (usually one week before class starts), the student will participate in an orientation program. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details or emergency contact in Australia
- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

| Course | Duration |
|--|-----------|
| CHC33015 Certificate III in Individual Support | 52 weeks |
| CHC43015 Certificate IV in Ageing Support | 52 weeks |
| CHC52015 Diploma of Community Services | 104 weeks |
| SIT40521 Certificate IV Kitchen Management | 76 weeks |
| SIT50422 Diploma of Hospitality Management | 104 weeks |
| BSB50820 Diploma of Project Management | 76 weeks |
| BSB60720 Advanced Diploma of Program Management | 88 weeks |
| BSB80120 Graduate Diploma of Management (Learning) | 104 weeks |

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag. If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you if needed.



BEFORE LEAVING HOME



BEFORE LEAVING HOME

Things to Do.

- Apply for passport.
- Arrange student visa.
- Make contact with AVI.
- Arrange for immunisations and medications from Doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Arrange Overseas Student Health Cover (OSHC) Insurance
- Pack bags being sure to include the following:
 - Name and contact details of an institution representative
 - Enough currency for taxis, buses, phone calls etc.
 - Important documents:
 - International Student Handbook
 - Passport
 - Letter of offer
 - Confirmation of Enrolment
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers license, birth certificate (or copy)

Upon Arrival in Australia

- Call home
- Settle into accommodation
- Contact AVI
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend International Student Orientation
- Get student ID card
- Advise health insurance company of address & get OSHC card
- Open a bank account
- Get textbooks
- Start classes
- Apply for Tax File Number if seeking work
- Get involved in student life and associations (e.g. music, sporting and cultural clubs).

Notifying change of address and contact information

You must notify AVI of:

- The address where you live in Australia within seven calendar days of arriving in Australia,
- Change in address, contact number and email address within seven calendar days of the change.

INTRODUCTION TO AUSTRALIA

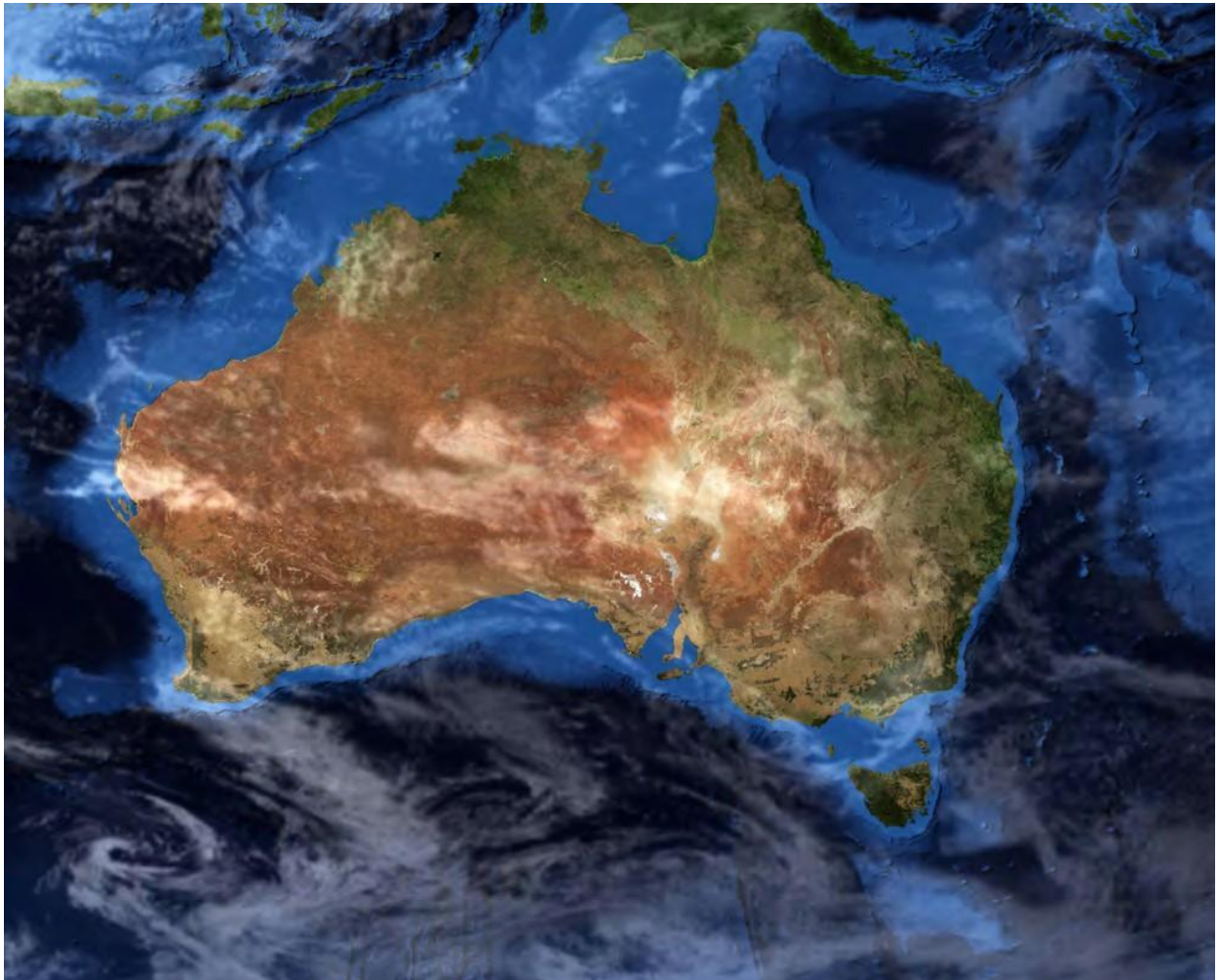


INTRODUCTION TO AUSTRALIA

Covering an area of 7.69 million square kilometers, mainland Australia is the world's largest island - but smallest continent.

Australia currently has a population of almost 24 million people. Of the world's seven continents, Australia is the only one to be occupied by a single nation. We have the lowest population density in the world, with only two people per square kilometre. Australia is one of the world's oldest land masses. It is the sixth largest country in the world. It is also the driest inhabited continent, so in most parts of Australia water is a very precious resource. Much of the land has poor soil, with only 6 per cent suitable for agriculture.

The dry inland areas are called 'the outback'. There is great respect for people who live and work in these remote and harsh environments. Many of them have become part of Australian folklore. Because Australia is such a large country, the climate varies in different parts of the continent. There are tropical regions in the north of Australia and deserts in the centre. Further south, the temperatures can change from cool winters with mountain snow, to heatwaves in summer. (Source: Australian Bureau of Statistics)



CITIES, STATES AND TERRITORIES

The Commonwealth of Australia is a federation of states and territories. There are six states and two mainland territories. Canberra is Australia’s capital city, and each state and mainland territory has its own capital.



| STATE | CAPITAL CITY |
|------------------------------------|--------------|
| New South Wales (NSW) | Adelaide |
| Queensland (QLD) | Brisbane |
| South Australia (SA) | Adelaide |
| Tasmania (TAS) | Hobart |
| Victoria (VIC) | Melbourne |
| Western Australia (WA) | Perth |
| TERRITORY | CAPITAL CITY |
| Australian Capital Territory (ACT) | Canberra |
| Northern Territory (NT) | Darwin |

Climate

Australia experiences temperate weather for most of the year but the climate can vary due to the size of the continent. The northern states typically experience warm weather much of the time, with the southern states experiencing cooler winters. Australia is also one of the driest continents on earth with an average annual rainfall of less than 600 millimetres. Like all countries in the southern hemisphere, Australia's seasons are opposite to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

Adelaide

Adelaide, the capital city of the state of South Australia, and the fifth-most populous city of Australia. The demonym *Adelaidean* is used to denote the city and the residents of Adelaide. Adelaide is situated on the Adelaide Plains north of the Fleurieu Peninsula, between the Gulf St Vincent in the west and the Mount Lofty Ranges in the east. Its metropolitan area extends 20 km (12 mi) from the coast to the foothills of the Mount Lofty Ranges, and stretches 96 km (60 mi) from Gawler in the north to Sellicks Beach in the south.



Adelaide offers an array of cultural activities for people of all ages. Adelaide is home to an abundance of cafes, canteens, restaurants, kiosks, gourmet food trucks, popup eateries etc. Adelaide is a great place to access international brands and local designers whose wares can be found in shopping centres, outdoor strips and market-style popups throughout the city. Adelaide's idyllic parks have garnered international attention for their natural beauty and unspoiled old world feel. You'll find plenty of things to see and do in Adelaide. There's a wide ranging cultural life, a dynamic food scene and vibrant cityscape of outstanding contemporary and colonial architecture and iconic beaches.

The Adelaide Plains are the traditional lands of the Kurna people, stretching from Port Broughton down to Cape Jervis. Kurna actively manage the land and live off the land and waterways of the region.

Kurna is the language spoken, and as you move around the city today, you'll see it used in many ways. The main square in the heart of the city is known as Victoria Square/ Tarntanyangga, reflecting the Kurna name for the area- Tarntanyangga - which means Red kangaroo dreaming. Similarly, the river is named River Torrens/Karrawirra Parri, reflecting the Kurna name meaning Redgum forest. All 29 parks and significant

heritage sites across the city and Park Lands have been assigned a Kaurna name.

Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student Visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

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

As per the Department of Home Affairs, from 25 October 2019, the 12-month living cost is:

- Student/Guardian : AUD 21,041
- Partner/Spouse : AUD 7,362
- Child : AUD 3,152

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. While the Department of Home Affairs requires student visa students to possess the above-mentioned funds the cost of living in Adelaide varies as per the student's lifestyle. A general guide to costs of living (accommodation, groceries, eating out, gas, electricity, phone and internet, car and entertainment) per week can be found in the link below:

[Adelaide Cost of Living](#)



WORKING IN AUSTRALIA

If you have been granted your student visa, you will 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 40 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 40 hours per fortnight during recognised vacation periods as scheduled by AVI during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 40 hours a fortnight at all times after your course has commenced.

Further information about student visa conditions can be found at:

www.homeaffairs.gov.au/trav/stud

VISA APPLICATION

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online. The visa application process can be complicated and for students from some countries it may be better to submit the visa application with the assistance of an experienced migration agent or an agent. In order to apply for a visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian Immigration office.

You must allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

VISA CONDITIONS

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

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

For a full list of mandatory and discretionary student visa conditions please visit the Department of Home Affairs.

For more information, please check www.homeaffairs.gov.au/trav/stud

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk assessment of each student visa application. This is determined by taking into account the risk rating of the applicant's country of origin combined with the risk rating of AVI, 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 on the website of Department of Home Affairs.

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

DEPARTMENT OF HOME AFFAIRS (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.homeaffairs.gov.au/trav/stud

EDUCATION AGENTS

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language so this makes the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents charge small amounts or offer additional services for what they charge. We have list of agents on our website and see their contact details if you wish to get help of one our registered Migration or Education agents.

Please Note: Education Agents are NOT licensed to provide migration advice.





WORKING IN AUSTRALIA



WORKING IN AUSTRALIA

WORK CONDITIONS FOR STUDENT VISA HOLDERS

If you are a student visa holder, you and your dependant family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to your student visa. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is out of session.

Work that is formally registered as part of your course is not included in the 40 hours per fortnight limitation.

Further information about student visa conditions can be found at:

www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders

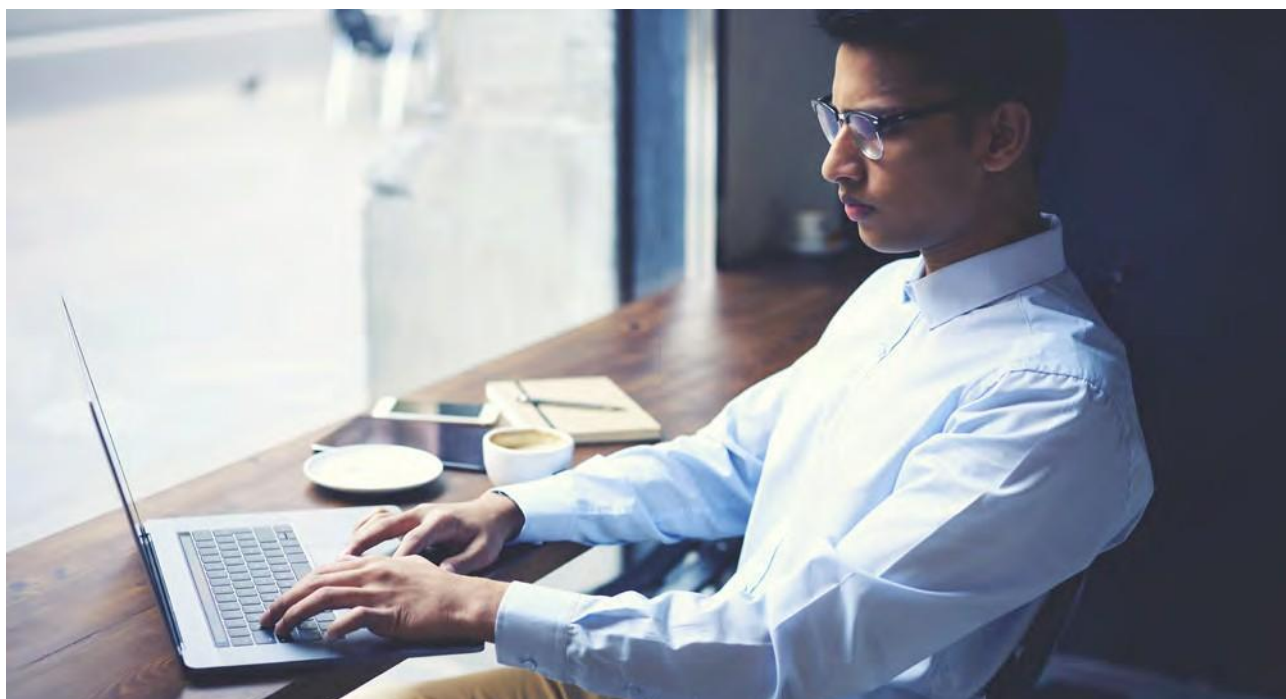
TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office website. www.ato.gov.au/Individuals/Tax-file-number/

KEEPING IN CONTACT

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone, by email or by post.

On your arrival please contact the college on (08) 7093 2414 or via email at admission@avi.edu.au.





WHAT TO BRING TO AUSTRALIA



WHAT TO BRING TO AUSTRALIA?

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport
- Student Visa
- Letter of offer / admission letter from AVI
- Confirmation of Enrolment (CoE) issued by AVI
- Receipts of payments (e.g. tuition fees, OSHC, bank statement, etc.)
- Insurance policies (OSHC)
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions (if applicable)

On Your Flight

Wear comfortable, layered clothing so that you can adjust to the local weather.

Remember: if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Incoming Passenger Card

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any, food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Clothing

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive. In most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

Bringing Goods

Bringing a PC or laptop into Australia may be a little more complicated. Laptop computers and other similar electronic equipment for personal use may be bought in duty free provided the Department is satisfied these goods would be taken back on departure. However, if there is no intention to re-export the laptop on departure from Australia, any applicable Customs Duty and GST will be payable if the passenger's concession has been exceeded.

For further details, refer to Entering or Leaving Australia visit:

www.homeaffairs.gov.au/Trav/Ente

You might need to bring with you the following (most can also be purchased in Australia):

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

Critical Incidents

AVI is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at AVI. 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 or students. 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 AVI;
- and
- Information which has the potential to negatively affect the reputation of AVI in the media and/or wider community

Students or staff members are required to contact AVI's CEO immediately if they believe an incident is to be deemed a 'critical incident'. If the CEO is unavailable contact AVI Student Services. If staff/ clients believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention or a fire exists or other) do so immediately by dialing 000 and then inform AVI's CEO.



ENTRY INTO AUSTRALIA



ENTRY INTO AUSTRALIA

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you disembark the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Incoming passenger card • Australia

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

▶ Family/surname
▶ Given names
▶ Passport number

◆ Flight number or name of ship
▶ Intended address in Australia

▶ Do you intend to live in Australia for the next 12 months? Yes No
▶ If you are **NOT** an Australian citizen: Do you have tuberculosis? Yes No
▶ Do you have any criminal convictions? Yes No

DECLARATION
The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.

PLEASE X AND ANSWER EVERY QUESTION – IF UNSURE, YES X

▶ Are you bringing into Australia:

1. Goods that may be prohibited or subject to restrictions, such as medicines, steroids, legal pornography, firearms, weapons or illicit drugs? Yes No
2. More than 250ml of alcoholic beverages or 50 cigarettes or 50g of tobacco products? Yes No
3. Goods obtained overseas or purchased duty and/or tax free in Australia with a combined total price of more than AU\$200, including gifts? Yes No
4. Goods/samples for business/commercial use? Yes No
5. AUSD10,000 or more in Australian or foreign currency equivalent? Yes No
Note: If a customs or police officer asks, you must report travellers cheques, cheques, money orders or other bearer negotiable instruments of any amount.
6. Meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables? Yes No
7. Grains, seeds, tubers, straw, nuts, plants, parts of plants, traditional medicines or herbs, wooden articles? Yes No
8. Animals, parts of animals, animal products including equipment, pet food, eggs, biologicals, specimens, birds, fish, insects, shells, bee products? Yes No
9. Soil, items with soil attached or used in freshwater areas e.g. sports/recreational equipment, shoes? Yes No
10. Have you been in contact with farms, farm animals, wilderness areas or freshwater streams/lakes etc in the past 30 days? Yes No
11. Were you in Africa, South/Central America or the Caribbean in the last 6 days? Yes No

YOUR SIGNATURE _____ Day _____ Month _____ Year _____

TURN OVER THE CARD → English

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

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

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mails are also screened. Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit AQIS website www.homeaffairs.gov.au/trav/ente/brin



GETTING FROM THE AIRPORT



GETTING FROM THE AIRPORT

Metro Bus

Adelaide Metro also offers a convenient [JetBus](#) service to Glenelg, West Beach and the City, servicing all stops en route.

JetBus is a Metro card service. Metro cards can be purchased from the airport ticket vending machine at the bus stop. The machine takes coins, notes and eftpos.

Click the links above for more information to find your closest service stop. Alternatively call Adelaide Metro Infoline 08 8210 1000.

Pick up and drop off is from the bus stop located on the left hand side of the plaza as you leave the Terminal. [Click here](#) for Adelaide Airport grounds map.

More details are available on [By Train](#).

By taxi and ride share

Taxi drop off is located at Atura Circuit, between the terminal and Atura Hotel. Access to the terminal is via the northern doors. The lifts or escalators will take you to departures on Level 2.

To exit the airport, there is a designated taxi rank located to the left (western side) of the pedestrian plaza as you walk out of the terminal.

There is a \$3 levy added to all fares for taxis leaving the airport.

Taxi drivers must be accredited in order to pick up passengers at Adelaide Airport. If you are a driver and wish to access Adelaide Airport's designated Taxi Area [click here to apply](#).





ACCESSING MONEY



ACCESSING MONEY

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring?

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$2000 to AU\$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you. Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you, not even to someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Adelaide, you can also change money at any bank or at currency exchanges at Major Shopping Centres.

Electronic Transfer

You can transfer money to a bank account in Australia by **electronic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus logo**. Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.



TEMPORARY ACCOMMODATION



TEMPORARY ACCOMMODATION

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information, visit the Department of Home Affairs website;
www.homeaffairs.gov.au/

Accommodation

Typical accommodation costs in Adelaide are as follows:

- 1 bedroom flat - AUD\$150 to AUD\$300 per week
- 2-bedroom flat - AUD\$200 to AUD\$400 per week
- 2-to-3-bedroom house - AUD\$350 to AUD\$650 per week

Find out more about money matters by visiting <https://www.studyinaustralia.gov.au/English/Live-in- Australia/living-costs>



CHILD CARE & SCHOOLS



CHILD CARE & SCHOOLS

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before and after schoolcare programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

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 South Australia government, independent and private schools every year. SA 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 South Australia 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 backgrounds

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options close to your area:

- Public Schools: <https://www.australianschoolsdirectory.com.au/search-result-v2.php>

The Department has also published The Life in Australia booklet in several languages. This publication is filled with helpful information and is recommended reading. The booklet is available online at <https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/beginning-a-life-in-australia>

Typical childcare costs in Adelaide are as follows:

- Centre-based childcare AUD\$80 to AUD\$110 per day
- Family day care AUD\$6 to AUD\$11 per hour
- Nannies AUD\$11 to AUD\$25 per hour
 - Au pairs (living in your home) AUD\$400 to AUD\$600 per week

Find out more at: www.mychild.gov.au



INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING (VET)



INTRODUCTION TO VET

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.

Credit transfer

Credit transfer is the recognition of learning 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. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

What is competency-based training?

Competency based training is training that develops the required knowledge and skill 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 packages also specify the relevant qualification rules including the compulsory core units to be 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. AVI takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF (<https://www.aqf.edu.au/>) certificates.

Results and certificates

On completing the training program with AVI, 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 AVI will be accompanied by a transcript which will detail the units of competency 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.

Unique Student Identifier

If you're undertaking nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI will link to an online account that will contain your training records and results (transcript) that you have completed.

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. Fact sheets available to download Student Information for the USI from www.usi.gov.au/documents/students-and-usi-factsheet-students

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 your consent and some additional identification information from you such as your student visa number.

Students are advised that there are a number of 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. Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: usi.gov.au/students/individual-exemptions

Overseas Student Health Cover

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia.

If you are currently studying in Australia, you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following websites for more details and providers of OSHC:

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>

Medical treatment in Australia is expensive. Please check all the terms and conditions and the benefits. To cover you for the duration of your training you will need cover for a minimum of the length of your course. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

Which insurers offer OSHC?

Any Australian Health fund can offer OSHC policies for overseas students provided it has signed a legal agreement with the Commonwealth in order to provide these services. This agreement is called a Deed.

Currently, five Australian health funds have signed the Deed and provide OSHC policies for overseas students;

- Australian Health Management <https://ahm.com.au>
- Peoplecare Health Limited (Allianz Global Assistance offers OSHC products and policies under an arrangement with Peoplecare)
<https://allianzassistancehealth.com.au/en/student-visa-oshc/>
- BUPA Australia <http://oshc.bupa.com.au/>
- Medibank Private
www.medibank.com.au/overseas-health-insurance/oshc/
- nib Health Funds Limited www.nib.com.au/overseas-students

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

You have the right to choose your own OSHC provider even where AVI makes a specific recommendation. It's your choice!

Visit the Department of Health at www.health.gov.au to view their useful OSHC Frequently Asked Questions.



Our Obligations as your RTO

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

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

AVI issues the Qualification, Academic Results and Statements of Attainment to students who are eligible and meet the course requirements in compliance with relevant legislation (RTO reserves the right to withhold any award or certification documents to be issued where any fees are outstanding).

If the course has ceased or a sanction has been imposed on the provider or the provider ceases to operate, the RTO will issue a Statement of attainment for students who have completed one or more units from the qualification, and the qualification Certificate for the students who are eligible to receive the qualification as per the AQF Certification policy.

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

Student Code of Conduct

Student Rights

All students have the right to:

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

Student Responsibilities

All students, throughout their training and involvement with AVI are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Have an attendance record of at least 80%.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify AVI if any personal or contact details change.

- Provide relevant and accurate information to AVI in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their trainer/assessor.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify AVI if any difficulties arise as part of their involvement in the course.
- Notify AVI if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Advise AVI of change of address while enrolled in the course.
- For international students, comply with their student visa requirements under the ESOS Act.

Work Placement

AVI identifies work placement (WP) as the situation of an arrangement under a work placement agreement, whereby students are placed in a workplace to receive practical training and experience that is required in the training package and is an assessable part of the student's course, leading to the issuing of a qualification or statement of attainment.

Specific competencies covered during work placement will be assessed and recorded by AVI trainers and/or assessors.

The following qualifications that require work placement hours are:

1. CHC33015 Certificate III in Individual Support - 120 hours of WP
2. CHC43015 Certificate IV in Ageing Support - 120 hours of WP
3. CHC52015 Diploma of Community Services - 200 hours of WP
4. SIT40521 Certificate IV in Kitchen Management – 300 hours of WPF
5. SIT50422 Diploma of Hospitality Management – 200 hours of WP



INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)



INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and the education provider. AVI course entry requirement for certificate III, IV and Diploma courses, is a minimum IELTS Academic Score of 5.5. The BSB80120 Graduate Diploma of Management (Learning) course has a minimum IELTS of 6.0. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

AVI may require you to submit evidence of your IELTS proficiency (or equivalent) with your enrolment form.

Applications for enrolment that are not accompanied with evidence of English requirements will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website www.ielts.org/book-a-test/find-a-test-location

Enrolment procedure

AVI endeavors to make training available to all persons who:

- Meet course entry requirements;
- Complete the AVI enrolment form (available on request);
- Agree to abide by AVI's expectations of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as an overseas student at AVI, students must complete and sign the Student Written Agreement.

The form should be completed in full and submitted via mail, email or in person with a receipt of full payment to:

Admissions Officer
AUSTRALIAN VIRTUS INSTITUTE
Zurich House, Level 9 West, 50 Grenfell St, Adelaide
SA 5000 Email: admissions@avi.edu.au

Verification of IELTS

AVI reserves the right to validate the IELTS proficiency assessment and the submitted evidence of academic certificates. Verification may be undertaken by:

- **IELTS proficiency.** AVI will utilise the IELTS Results Verification Service to assess the validity of all evidence submitted of IELTS proficiency.

Electronic Confirmation of Enrolment

Upon approval of your application, an electronic confirmation of enrolment (eCoE) will be generated and forwarded to the Department of Home Affairs and yourself at the address provided on your application with an official receipt for the fees paid (refer to payment methods). It is the student's responsibility to apply for a student visa. If your application is not complete, AVI official will contact you.

You must apply for this visa online. After you have gathered and scanned the documents that support your application, create an IMMI account and apply for your student visa with the online application system – ImmiAccount on Department of Home Affairs website www.homeaffairs.gov.au. You may opt to use the services of a registered migration agent or an agent to lodge the visa application on your behalf.

You will be unable to apply for a student visa without the eCoE.

Successful Student Visa

If your student visa application is approved, you should contact AVI and provide evidence of the visa grant. AVI will contact you to confirm your timetable, start date and all other arrangements for your study with AVI.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact AVI and advise us and apply in writing for a refund of student fees in accordance with AVI Fee Refund Policy.

Student Orientation

An orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the AVI International Student Handbook (www.avi.edu.au). You will also be provided with information on your timetable, textbooks, and college facilities.

All students are required to complete a declaration of understanding. This will happen as part of your orientation. This declaration is a statement that:

- You have understood and accept student requirements while at AVI.
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support

Orientation/Induction usually takes place one week before the class starts.



STUDENT SUPPORT SERVICES



| INDIVIDUAL NEED | SUPPORT SERVICE |
|---|---|
| For Overseas students | <p>Close student liaison is to be maintained by the Student Support Officer (SSM) who will act as a central point of contact.</p> <p>The SSM will provide advice and assist students with:</p> <ul style="list-style-type: none"> • Transition to life and study in a new environment https://www.internationalstudents.sa.edu.au/en/ • Accommodation options information: www.studyinaustralia.gov.au/english/live-in-australia/accommodation • Legal services https://rlc.org.au/our-services/international-students www.ombudsman.gov.au/about/overseas-students • Emergency and health services <ul style="list-style-type: none"> - Call: 000 - For other services: http://www.saambulance.com.au/ - https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/primary+and+specialised+services/helplines+and+directories/healthdirect • Student may also be referred to Counselling services: <ul style="list-style-type: none"> - Lifeline 13 11 14 - Beyond Blue 1300 22 4636 - Salvation Army Family Welfare Centres 13 72 58 - Family Support Service 0467 382 683 |
| Language, literacy and numeracy skill levels | <p>If a student's language, literacy and numeracy skills are not at the required level, the student will be referred to an ELICOS college to achieve the required standard before being enrolled in AVI's programs. It will be reflected in the new COE.</p> |
| Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services provided by AVI | <p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and prospectus and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with AVI agents/representatives.</p> |

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|---|--|
| <p>Recognised difficulties in studying and learning</p> | <p>Where appropriate to the program, students identified with recognised difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the students and to engage the students in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct students back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful:</p> <p>Effective Study Skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> |
| <p>Academic Support</p> | <p>To assist students with their assessments, there may be referencing workshops, formatting workshops, language workshops, and plagiarism workshops. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.</p> |
| <p>Student required counselling support and advice about their personal situation</p> | <p>The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.</p> <p>The Student Support Officer at AVI is not a professional counsellor, however can assist students as a first point of contact Student may be referred to:</p> <ul style="list-style-type: none"> • Lifeline 13 11 14 • Beyond Blue 1300 22 4636 • Beyond Blue 1300 22 4636 • Salvation Army Family Welfare Centres 13 72 58 • Family Support Service 0467 382 683 <p>The nearest mental counselling service is</p> <p>Urgent Mental Health Care Centre</p> <ul style="list-style-type: none"> • 215 Grenfell St., Adelaide SA 5000 • Phone: (08) 8448 9100 • Website: https://www.neaminational.org.au/find-services/umhcc/ |
| <p>USI Help</p> | <p>The USI system generates a unique student number which students can use throughout their studies in Australia. The USI allows access to a full range of study information. AVI Administration staff will require consent from the student to generate a USI for them and record the students generated USI into AVI Student Management System.f</p> |

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|--|--|
| Students with a disability or a medical condition | <p>All possible allowances will be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the student’s ability to perform tasks in a safe manner.</p> |
| Students with visual impairment | <p>Students with a visual impairment can be supported with internal learning resources which have a larger printed font.</p> <p>Students can also be supplied with audio recordings of learning sessions where available.</p> |
| Students who are Aboriginal and Torres Strait Islander | <p>Refer to ATSI Cultural Awareness Policy</p> <p>www.det.wa.edu.au/aboriginaleducation/detcms/navigation/teaching-and-learning/aieo-guidelines/aieo-program-teachers/cultural-awareness/</p> |

Completion within Expected Duration

AVI monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each term. At AVI a term is 10 weeks. The expected duration of study as specified on the CoE of overseas students must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the AVI approved criteria as listed below.

Where it is clear that an overseas student at AVI will not complete the course within the expected duration as specified on the CoE, AVI will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Not able to offer a prerequisite unit
- The implementation of the AVI support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student’s timetable and workload which may affect the completion date, it will be recorded on the students file and in the AVI Student Management System. If this change to an overseas student’s workload means that the student’s period of study has to be extended, AVI will report the change via PRISMS and issue a new CoE.

Compelling or compassionate circumstances are defined as things outside of the control of the student and which may have an influence on the student being able to complete their study program under the original CoE. They include things such as:

- Serious illness or injury. A medical certificate is needed stating the student is unable to come to class.
- Death of a close family member.
- Major political unrest in home country or natural disaster.
- The student being witness to a crime or having a crime committed against them.
- AVI being unable to offer a pre-requisite unit.

Where an incident has occurred and a support mechanism has been put in place, the intervention strategy will monitor any difficulty the student may have to complete the course within the expected duration of the course.

Students will be informed about major changes in AVI (e.g. relocation of campus) before 20 days of such changes.

Monitoring student attendance and progress

Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance 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.

Satisfactory course progress is defined as a student successfully completing all required subjects/units in every term of their program in order to achieve the qualification. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. AVI monitors and records the course progress and attendance of students on a regular basis.

We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies. If a student fails to pass at least 50% of the units studied in two consecutive terms or if attendance falls below 80% without any acceptable reason, AVI will report them to DHA following the failure of an intervention strategy.

An intervention strategy is an individual student plan developed by the RTO Manager and corresponding Trainer/Assessor aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling or training to develop study habits or adjustment to the study program. AVI will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, AVI will notify the student in writing of its intent to report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Home Affairs

Student deferral or suspension

Students unable to attend for a period of time, may lodge an Application for Deferral for approval by the RTO Manager/CEO. Deferment is usually granted once only and for an agreed period of time - to a maximum of 12 months. The return date will be at the discretion of AVI. Students will be advised of such requirements at the deferment interview. A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

AVI appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include a situation when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country. In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

AVI may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

AVI will inform its decision on deferral or suspension in writing to the student and to Department of Education via PRISMS.

Where AVI suspends or cancels a student's enrolment, before imposing a suspension or cancellation AVI will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Change of education provider

Standard 7 gives greater guidance for providers on when a transfer request should be granted. Registered providers are still required to have a policy for assessing student transfer requests before an international student completes six months of their principal course.

For all other sectors, international students are still restricted from transferring until they have completed 6 months of the principal course. International students wishing to transfer during this period must continue to meet an exception under Standard 7, for example by requesting a transfer from their provider.

Registered providers should grant a transfer request where they have assessed that:

- the international student will be reported because they are unable to achieve satisfactory course progress after implementing and participating in the Intervention Strategy Plan of AVI.
- there are compassionate or compelling circumstances
- the registered provider is not able to deliver the course
- there is evidence that current courses do not meet international student's expectations
- there is evidence that the international student was misled by the registered provider or an education agent
- an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

Transfers will be recorded in PRISMS from 1 January 2018 and registered providers are no longer required to issue release letters.

If a transfer is to be refused, the Standard now requires registered providers to notify an international student of their intention to refuse the request. The registered provider must not finalise the refusal in PRISMS until the international student has been given an opportunity to access the complaints and appeals process, the international student withdraws from the process, or if the process finds in favour of the registered provider.

A cancellation of a Confirmation of Enrolment (CoE) does not mean that the student has been released from the previous registered provider.

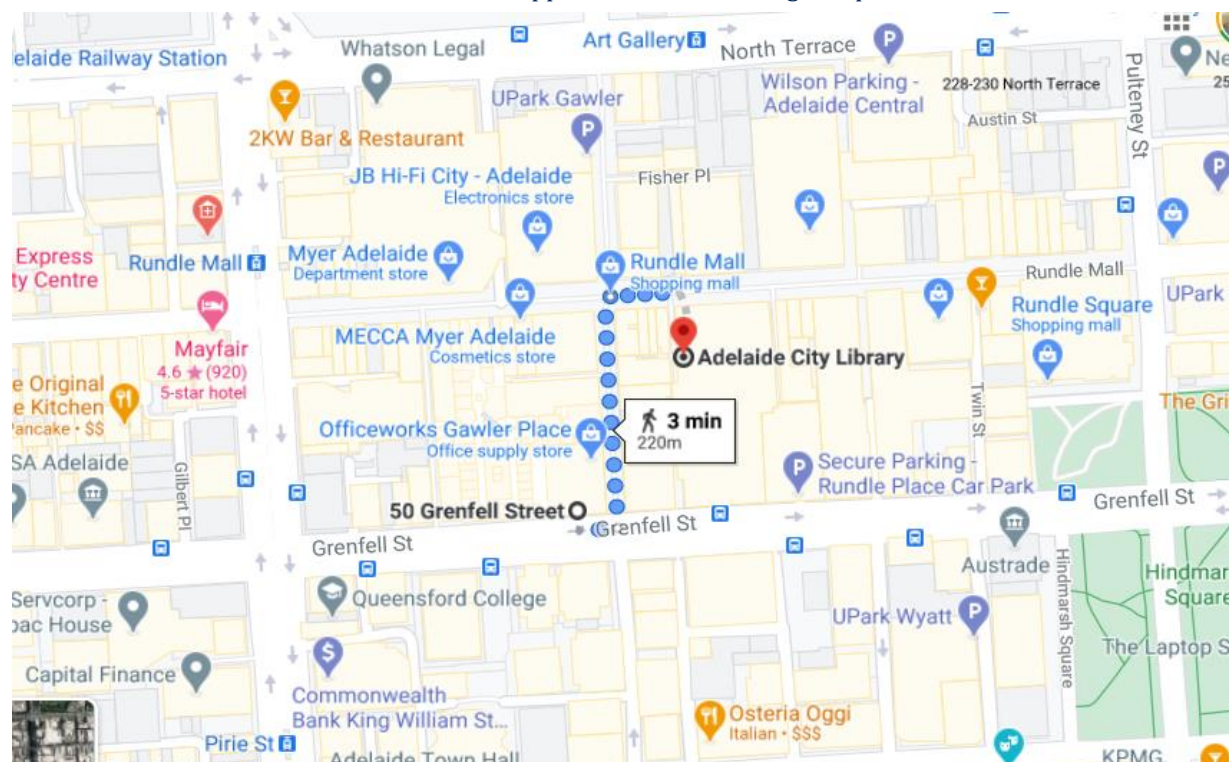
Student amenities

AVI has extensive amenities available for students including:

- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities
- telephones
- quiet study areas
- computer room
- library
- counselling and referral facilities

Student resources

AVI provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use. There is also a wide range of textbooks for student to access on request from the on-site library. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources. An online portal is provided where students can access reading materials relevant to the course they are studying. However, they cannot use it for submission of assessments. Students can also use on-campus WiFi free of cost. They can use the facilities of the public library as well. The nearest public library, Adelaide City Library, is a 3-minute walking distance from AVI. Further, AVI has a wide-range of different equipment, physical resources and tools in the simulation areas to assist and support students learning and practical skills.



Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to the Student Support Officer. The Student Support Officer can suggest access to specialised support for those who may need further external help or may direct the student to the RTO Manager/CEO who then may refer the student to professional counsellors. All discussions regarding this are in the strictest of confidentiality.

Continuous Improvement

AVI is committed to the continuous improvement of training and assessment services, student services and management systems. Central to this commitment is its approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report/form for consideration by the AVI Management. Often these reports will be generated after an opportunity for improvement has been identified by a staff member, trainer/assessor or student. You are encouraged to provide feedback to AVI so we can improve our services in the future.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work and study. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach AVI will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available.





YOUR SAFETY



YOUR SAFETY

AVI 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

Adelaide is generally safe. You need to assess the safety of the places you visit. You should take general precautions and avoid quiet streets at night.

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.

Report all potential hazards, accidents and near misses to the AVI reception. If you have any questions or concerns about these things, please check with your RTO Manager. AVI is committed to providing you with a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Evacuation procedures are covered during student orientation.
- No smoking is permitted within AVI premises.
- Report all potential hazards, accidents and near misses to the AVI staff.
- No consumption of alcohol on AVI premises or during contact hours.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area.
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to a AVI staff member Immediately

Electrical equipment

Within the training automated environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to AVI staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- All personal equipment used at the college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
- The college can arrange tagging and testing for students. A fee may apply.

Fire safety

AVI will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. It is the user's responsibility to understand fire drill procedures displayed around the premises. Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

First aid

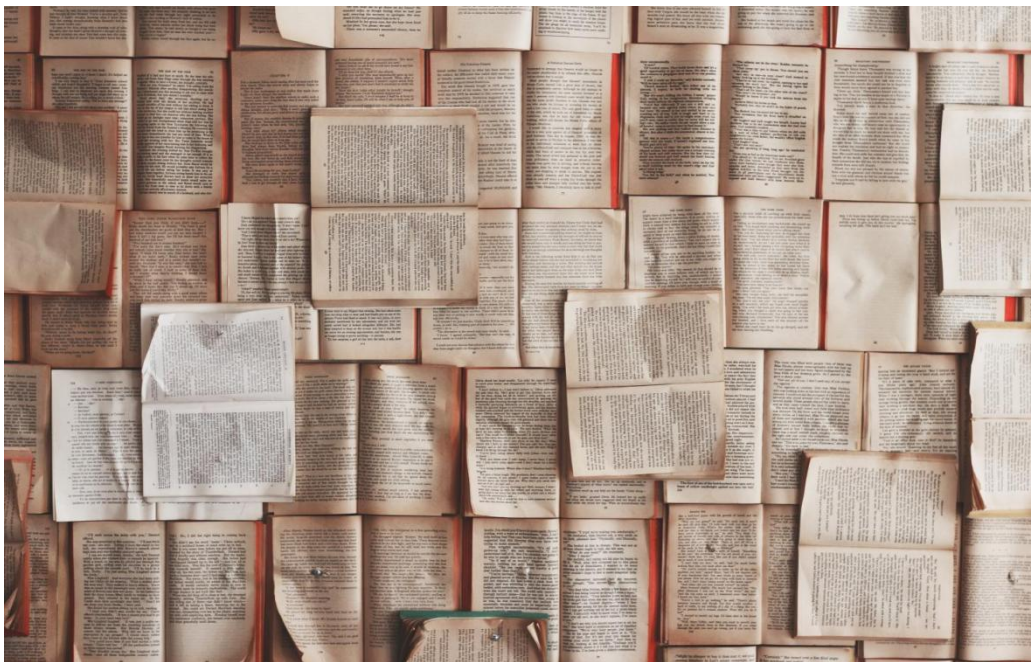
Provision for first aid facilities is available at the reception. All accidents must be reported to AVI staff. The accident and any first aid provided must be recorded by staff involved.

Lifting/Manual Handling

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by AVI unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity. When lifting, always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over. Place all rubbish in the bins provided. Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed. Do not sit or climb on any desks or tables.



Mobile Phones

You must turn your phone OFF during class or have it on SILENT during class sessions. You can use your mobile phone during breaks only, and you must leave the classroom areas to do so.

Computer Usage

AVI's internet service is provided only for educational purposes. Any data intensive use of the internet (such as downloading music, movies, games, etc.) is not allowed. Only registered AVI students and staff may use the RTO's computers.

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

- No eating or drinking while using the computers.
- Keep noise levels to a minimum.
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use AVI's computers to view, store or transmit offensive materials.
- Do not change the settings of any AVI computer.
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the trainer or other staff.
- AVI reserves the right to refuse any student access to AVI computer labs.
- To make sure that everyone has a chance to use the internet, internet service may be restricted to certain students at a certain time.

Critical Incident

Australian Virtus Institute is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident. The designated critical incidents officers are Maria Martinez and Reginald.

Respond to incident

A. Immediate response (within 24 hours)

- The critical incident officers will assess the situation and consider any risks to own safety before taking any action.
- Alert the most senior staff member available where a critical incident is occurring or is likely to occur.
- Take over temporary control of incident (where there is no threat to that person's safety).
- Contact emergency services ensuring that all details known about the incident are provided.
- Action evacuation procedures if required and provide first aid or medical assistance as needed.
- Develop and implement a *Critical Incident Action Plan* for responding appropriately in a timely manner.
- Liaise with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals).
- Contact and inform parents and family members of those involved in incident.
- Provide an officially agreed response to the media and ensure other staff involved are aware of the appropriate response to the media.
- Keep appropriate and adequate records.
- On finalisation of the critical incident, the officers will prepare a Critical Incident Report and provide a copy of the critical incident report to the CEO.



FAIRNESS AND EQUITY



FAIRNESS AND EQUITY

AVI is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors based on their gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors of the school.
- reporting any discriminatory behaviour or harassment to your trainer

Course Fees

Fees are payable when the student has signed the Student Agreement to signify their acceptance of enrolment offer made by AVI. Fees must be paid as per AVI requirements, in full within 14 calendar days of receiving an invoice from AVI. AVI may cancel your enrolment if fees are not paid as required.

Students are required to pay an "initial enrolment" fees of AUD 250 and the first term of the total tuition fees. The balance of fees payable for the course must be paid at least 14 calendar days prior to the commencement of each term (four terms per year) unless prior arrangements have been made and confirmed in writing. You can also choose to pay more than 50% of your tuition fees before the course commences.

** The enrolment fee of \$250 is non-refundable.*

Each subsequent fee must be paid in full, on scheduled dates in order to maintain a valid enrolment.

These fees are subject to variation from time to time in regard to Consumer Price Index (CPI) changes within Australia. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended, any fee increases will be applicable and required to be paid for the extended component of the course.

AVI reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees payable to Australian Virtus Institute include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - One copy of the required textbook/s and learning materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).
- Tuition fees payable to Australian Virtus Institute may include if applicable:
 - A non-refundable enrolment deposit
 - RPL Fees (application and per unit costs)
 - Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at assessment tasks.
- Non-tuition fees payable to Australian Virtus Institute may include (if applicable):

- Re-issuance or additional copies of certification documents will attract a fee of \$40 per document, plus postage if required.
 - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Fees payable to Australian Virtus Institute do not include:
 - Uniform (if required for placement)
 - Stationery such as paper and pens.
 - Overseas Student Health Cover
 - Airport pick ups
 - Excursions (unless stated on the Course Outline)
 - Australian Virtus Institute cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Additional Fees and Charges (if required)

| | |
|---|---|
| <p>Re - Submission All course fees include up to three (3) attempts per assessment task to meet requirements of the tasks and unit. The first 2 attempts will attract no fee. In cases where the 3rd attempt is required to satisfy requirements used as the evidence to determine competency for a unit, this will incur an additional fee as per the table. This fee covers the assessor marking and administrative costs required.</p> | <p>Re - Submission fee (theory assessment): \$100 Re - Submission Practical Assessment fee: \$150</p> |
| <p>Re - Enrolment in Unit In cases where students need to repeat a unit or units to achieve competency a re- enrolment fee will be charged per unit. In these cases, the student has been deemed Not Yet Competent (NYC) after 3 attempts and need to re-enrol and repeat the training & assessment for this unit or units.</p> | <p>Re – Enrolment of Unit/s: Charges will be calculated from the applicable qualification tuition fee divided by the total number of units within the qualification to arrive at the unit price.</p> |
| <p>Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.</p> | <p>\$80</p> |
| <p>Replacement textbooks The first copy of required textbooks and learning materials are included in course fees.</p> | <p>At cost</p> |
| <p>Replacement Student ID Card In cases where a student has lost their ID card and needs a replacement a fee will apply.</p> | <p>\$15</p> |
| <p>Recognition of Prior Learning The application fee for RPL is payable up front. Pending the outcome of the RPL assessment process calculations for the remaining units of study will be calculated from the applicable qualification tuition fee</p> | <ul style="list-style-type: none"> ● \$500 Application fee upon submitting RPL Application form |

| | |
|---|---|
| divided by the total number of units within the qualification to arrive at the unit price and bring down the overall tuition fee with a reduced duration. | <ul style="list-style-type: none"> \$400 Per unit of competency that you are applying to RPL |
| Deferral and suspension of Studies | \$100 |
| Withdrawal Fee | \$200 |
| Late payment fee Students will incur a late payment fee where payment of tuition fees is 7 days past the due date | \$50 per week |
| Accommodation Arrangement | \$150 |
| Airport pick up. AVI can arrange airport pick up from the airport to students' address. | \$100 |
| Late submission of assessment penalty fee Students will incur a late assessment fee where the student has not submitted the assessment and is 7 days past the due date. Students are encouraged to get support from their trainer and/or request an extension prior to the due date. | \$100 |
| Credit card fee | 1.5% of transaction |
| Overseas Student Health Cover (OSHC) All International Students are required by the Australian Government to pay OSHC and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover Indicative prices can be obtained at: https://oshcaustralia.com.au/en | |

Tuition Fee Protection

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 international 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.

In the unlikely event AVI is unable to deliver a course you have paid for and does not meet its obligations, an alternative course will be offered or a refund will be issued of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Student Cancellation

Students who cancel their enrolment part way through a training program must notify AVI in writing at the soonest opportunity if consideration of fee reimbursement is required. Once AVI is notified, a refund will be issued for the component of training not commenced. AVI is entitled to retain fees for any component of the course completed up until the point of notification by the student of the intended cancellation.

Course Content

Our Learning Management System is a student learning platform and provides 24/7 access to our students. Students will be able to study and complete assessment activities/tasks while working off campus. Students can access learning resources by logging into our Learning Management System that includes student workbook,

powerpoint slides and assessment tools. All learning resources are available online for learners on and off campus. Contact reception to obtain your login detail.

Refund Policy

Students who cancel their enrolment before the commencement of a training program may be entitled to a refund of fees paid. Approved requests for refunds will be processed and transacted within 28 working days of receiving a written claim from a student. Where a student cancels, AVI will not refund monies for the textbook purchased (if applicable). Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- **Prior to commencement.** Full Course Tuition fee less 5% will be made in case of visa refusal or maximum of \$500.
- **After to commencement.** Full tuition fee refund will be made in case of visa refusal excluding enrolment fee and non-tuition fee. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- A student who gives notice of withdrawal or cancellation in writing 14 calendar days or more prior to the scheduled commencement date of the course will be entitled to a refund of fees paid excluding the enrolment application fee.
- **After commencement.** A student who withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee, less enrolment fee, less material fee divided by the total number of units or clusters in the course.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an [Application Form for Refund](#). These are available from the reception and AVI website.

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance/unsatisfactory course progress or any other form of misconduct, then no fee will be refunded.

Refunds approved in accordance with this policy will be paid within 28 working days of receiving a written claim from a student.

This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the organisation's appeals processes.

There may be grounds for a refund under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, AVI may consider an individual's case. The final decision rests with the Chief Executive Officer of AVI or its nominee.

Payment method

AVI accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request).
- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.
-

Changes to terms and conditions

AVI reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed seven calendar days prior to changes taking effect. No changes will apply retrospectively. AVI is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. to make a complaint or an appeal, you are requested to complete Complaint and Appeal form,

These forms are available on the college website www.avi.edu.au Once you have completed the required form you are requested to submit this to the RTO Manager either in hard copy or electronically via the following contact details:

Student Service Officer

AUSTRALIAN VIRTUS INSTITUTE

Email: admissions@avi.edu.au

If you are having any difficulty in accessing the required form or submitting to us, please contact us at the following number: 08 0000 0000

Access to you records

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

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the CEO using the Request to Access Records Form. There is no charge to access your records however there may be a fee for photocopying of 30 cents per page.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address. Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a AVI staff member. Where copies of records are to be provided via post, records will only be sent to the home address AVI holds on file for the student.

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

Access to records may be provided by:

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

Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information be amended.

You will need to complete the *Amendment to Records Request Form*. Where a record is found to be inaccurate, a correction will be made.



MAKING A COMPLAINT OR APPEAL



MAKING A COMPLAINT OR APPEAL

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by AVI in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to AVI within **seven calendar days** of the student being informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling procedure

AVI applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint and appeals form which are available on the AVI website.
- A person who makes a complaint must be provided a written acknowledgement as soon as possible and appeals must be made within thirty (30) calendar days of the original decision being made. This acknowledgement is intended to provide the person with assurance that AVI has received the complaint or the appeal and will review the relevant issues and provide a response. The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- Written records of all complaints / appeals are to be kept by AVI including all details of lodgement, response and resolution. AVI will maintain a complaints and appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided with an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about, or involves allegations about another person, AVI is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. AVI will maintain a detailed record of these meetings in the form of a record of conversation. At all times, information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- RTO Manager will first consider all of the complaints and appeals. If the student is not satisfied with their decisions, then the student can discuss the matter further with the CEO.
- A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two weekly intervals.
- AVI shall maintain the enrolment of the student making a complaint or seeking an appeal during the handling process.

- Decisions or outcomes of the complaint / appeal resulting in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No AVI representative will disclose information to any person without the permission of AVI's Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for AVI to hear both parties before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by AVI as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

AVI also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant parties subject of allegations in writing. This will also include advice to these parties of their right to seek a third party review of decisions made by AVI. Where an allegation is made that involves alleged criminal or illegal activity and it is considered outside the scope and expertise of AVI to investigate the matter, AVI reserves the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent person

AVI provides the opportunity for the person making a complaint or seeking an appeal, who is not satisfied with the outcomes of the complaints and appeals handling process, to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow AVI to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making the appeal should inform the Student Support Officer of their request. The Student Support Officer will initiate the process with the CEO.

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

Following an independent review, advice received from the independent person is to be accepted by AVI as final. The person making a complaint or seeking an appeal will be advised of the outcome in writing and its findings will be implemented without prejudice. Where a complaint is received by AVI, and the CEO feels that there is a perception of a bias, the complaint is to be referred directly to an independent third-party for consideration and response.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by AVI or the independent third party, they have the opportunity for a body that is external to AVI to review his or her complaint or appeal following the internal completion of the complaint or appeals process.

Students who are not satisfied with the process applied by AVI may refer their grievance to the following external agencies:

- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>
- In relation to consumer protection issues, these may be referred to the office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Hotline via the following phone number: 13 38 73.
- In relation to any educational issue, Australian Skills Quality Authority
www.asqa.gov.au/complaints/complaints.html

Record keeping & confidentiality.

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon a written request to the Student Support Officer. These records will be maintained at AVI Office at 50 Grenfell Street, Adelaide SA.



ASSESSMENT ARRANGEMENTS



ASSESSMENT ARRANGEMENTS

All records relating to complaints will be treated as confidential and will be covered by AVI's Privacy Policy.

'Competent' or 'not yet competent'?

There are two possible assessment outcomes of competency based assessment: either 'Competent' which means that a student has demonstrated sufficient skills and knowledge, or 'Not Yet Competent' which means that a student has not demonstrated sufficient skills and knowledge. If you receive a 'Not Yet Competent' result, it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on aspects of your performance and also advised on what needs to improve.

Additional training will be provided to support you to become competent if required.

Assessment attempts

You will be allowed to resubmit each task for each assessment three times, subject to course completion time frames. After three submissions (and additional training), if you are still unable to demonstrate that you are competent in the unit or units of competency, AVI may apply further charges for re-assessment.

The assessment environment

At AVI, there is a strong focus in undertaking assessment as though you are working in a real workplace. This approach is supported by a simulated work environment and local policy and procedure. At times the environment will be busy and specific resources may be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other students to complete your work.

Submission date

These can vary and you will have a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on or before the due date.

Submitting authentic work

All works submitted must be your own work. AVI verifies this in the following ways:

- student confirmation and declaration,
- additional verbal questions given to students on a random basis,
- comparison of work style and quality for all work undertaken.

Graded assessment

AVI does not apply graded assessments. You will get either a Pass (Competent) or Fail (Not Yet Competent)

Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- **Observation of practical skills:** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report / Case Study:** Students will be required to complete practical projects that simulate a workplace. Students are required to produce a range of written records or reports. Detailed

instructions for these assessment tasks are issued to the student at the commencement of the unit.

- **Knowledge assessment:** Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.
- **Role Play:** Students are required to demonstrate a range of tasks whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

Submitting assessments

Completed written assessments are due to be submitted either electronically in some "exceptional" cases handed in to your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by a specified time on the date as advised by your Trainer.

You are entitled to Two (2) attempts for each assessment, but only if each assessment is submitted by the due date and is complete. This means that when you submit your assessment (with all sections and questions complete) on time, but it is Not Yet Satisfactory (NYS), you will have one (1) more attempt to demonstrate a Satisfactory (S) result.

If your first attempt is not submitted by its due date, or it is submitted incomplete, you still have only have One (1) final attempt to gain a Satisfactory result. If you are NYS on the first attempt but fail to resubmit your assessment on the second attempt (re-submission) due date, you will forfeit your final attempt and will receive a Final Result of NYS for the assessment and a Final Result of Not Yet Competent (NYC) for the unit.

If your second attempt (the re-submission) is submitted on the due date, and a genuine attempt is made to rectify the gaps outlined by your trainer in the Marking Guide feedback, but you are still NYS, you may (or may not) have a final attempt to rectify the assessment at the discretion of your trainer. You have five working days from the day you receive assessment feedback from your trainer. If you resubmit the assessment in its original state and no changes have been made, the assessment will receive a Final Result of NYS and no further attempts will be granted.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.



TRAINING ARRANGEMENTS



TRAINING ARRANGEMENTS

Please note: Students must submit complete work for all sections of the assessment, in order for the first attempt of the assessment to be accepted. Incomplete assessments will not be accepted, and the student will be advised that it is a Non Submission. The courses are delivered in a classroom environment and conducted face-to-face. Training sessions are trainer led in group sizes of no more than 20 students.

The training program is undertaken using a planned schedule. Training sessions will include the demonstration, explanation and practice. There are simulation corners in the classrooms where a real-life work environment will be produced to introduce the students with actual an work-place.

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work towards their assignments.

Students will typically attend formal training sessions two to four working days per week depending on the course. Each day has scheduled training of 5 to 7.5 hours, depending on the timetable and the course you have chosen to study.





CREDIT TRANSFER FOR YOUR CURRENT COMPETENCE



CREDIT TRANSFER FOR YOUR CURRENT COMPETENCE

Recognition of your existing skills and knowledge

In accordance with the requirements of the VET Quality Framework, AVI provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competency or a qualification which are not included in AVI's scope of registration.
- Whilst students may apply for recognition at any time, they 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.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole unit(s) of competency.

If you consider that you have existing skills that may be recognised, please inform AVI when you submit your application.

AVI acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is Credit transfer?

Credit transfer is the recognition of learning 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. Credit transfer 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 Credit transfer

A student will be required to present his or her statement of attainment or qualification for assessment/examination by AVI. These documents will provide the detail of what units of competency the student has been previously issued. The students must provide satisfactory evidence that the statement of attainment or qualification is his/her own 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 student is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent) or USI units Verification Statement.

Credit transfer guidelines

The following guidelines are to be followed in relation to Credit transfer:

- Students may not apply for Credit transfer for units of competency or qualification which are not included in AVI'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 Credit transfer and AVI does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and students will be advised to seek recognition.
- Credit transfer is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National training package.





ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT



ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Issuing Qualifications and Statements of Attainment

AVI 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 AVI is not obliged to issue a certificate to a completed student if

- all agreed fees the student owes to AVI have not been paid.
- the student has not provided a valid Unique Student Identifier (USI)

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.





MISCONDUCT



ACADEMIC MISCONDUCT

Skills Framework

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during College hours. It is expected that all AVI teachers and staff will be treated with courtesy and respect at all times. For academic and behavioural misconducts, AVI can take action against the student ranging from fine or cancellation of studies to reporting to DHA.

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement

Referencing and plagiarism

Where you are making significant reference to the work of others, you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.



Cheating

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to the examination
- Using unauthorised material in the examination
- Failing to follow Trainers' instructions on conduct during examinations.

NON-ACADEMIC MISCONDUCT

- Plagiarism or cheating may result in a Not Competent result for the unit and/or suspension or cancellation of enrolment.

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the college's reputation and name
- Steal college or other students' property
- Damage college or other students' property
- Engage in unlawful activities on college premises
- Misuse college equipment
- Threaten, bully, harass, abuse, discriminate or vilify college staff members or students
- Disrupt classes and fail to follow trainers' and other college staff's reasonable directions
- Falsify medical certificates and other documents
- Physical fighting on college grounds, in class and anywhere else on college premises
- Provide college with false documents e.g. Qualifications, Statements of Attainment, References

Academic and non-academic misconducts/ offences may result in the termination of a student's enrolment.

Unlawful activity

AVI reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

Classroom behaviour

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classrooms. The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food and drinks are permitted in lecture/class rooms/labs. Students should consume food and drinks in the student breakout area. Students are not to enter in the staff room. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities, should ask their trainers or a college representative for assistance.



VOCATIONAL TRAINING STANDARDS



VOCATIONAL TRAINING STANDARDS

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator which is the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

For more information, please visit: <https://www.legislation.gov.au/Details/C2021C00130>

Standards of Registered Training Organisation 2015

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the National Vocational Education and Training Regulator Act 2011 (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards- based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

For more information, please visit: <https://www.asqa.gov.au/standards>

National Code 2018

The National Code and its purpose

1.1. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) 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.

1.2. The National Code also identifies the roles and responsibilities of the Australian Government and state and territory governments in discharging their regulatory functions. The objectives of the National Code are to:

- a. support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- b. establish and safeguard Australia's international reputation as a provider of high quality education and training by:
 - i. ensuring that education and training for overseas students meets nationally consistent standards; and
 - ii. ensuring the integrity of registered providers

- c. protect the interests of overseas students by:
 - i. ensuring that appropriate consumer protection mechanisms exist
 - ii. ensuring that student welfare and support services for overseas students meet nationally consistent standards; and
 - iii. providing nationally consistent standards for dealing with student complaints and appeals
- d. support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

For more information, please visit: <https://www.legislation.gov.au/Details/F2017L01182>

The ESOS Framework

The AVI is committed to providing quality education and protecting your rights. The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information visit the website below: <https://internationaleducation.gov.au/Pages/default.aspx>

CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS. Education. Institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.education.gov.au/>

PRISMS

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

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA 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.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa - for example when the student has not been attending classes.



LEGISLATIVE AND REGULATORY RESPONSIBILITIES



LEGISLATIVE AND REGULATORY RESPONSIBILITIES

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care. AVI 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 AVI has recognised 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 you.

While AVI has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the relevant legislation and regulations.

Copies of State and Federal legislation can be found on the Internet at www.legislation.sa.gov.au (State) and www.comlaw.gov.au (Federal). 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. They 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 persona 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:

- both of the following apply:
- 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.
- the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose or the individual has consented to the use or disclosure.

ANTI-DISCRIMINATION ACT

In Australia, it is unlawful to discriminate on the basis of a number of protected attributes including age, disability, race, sex, intersex status, gender identity and sexual orientation in certain areas of public life, including education and employment. Australia's federal anti—discrimination laws are contained in the following legislation:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

Each state and territory has also enacted anti-discrimination legislation. Individuals can lodge complaints about discrimination, harassment and bullying at the state and territory level depending upon the circumstances of the complaint with the relevant agency in that state or territory.

DISABILITY DISCRIMINATION ACT 1992

The DDA notes that there are two types of disability discrimination—direct and indirect.

Both are unlawful:

The objects of this Act are:

- a. to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:
 - i. work, accommodation, education, access to premises, clubs and sport; and
 - ii. the provision of goods, facilities, services and land; and
 - iii. existing laws; and
 - iv. the administration of Commonwealth laws and programs; and
- b. to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- c. to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

SEX DISCRIMINATION ACT 1984

The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- 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
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- 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
- 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 object 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 grievances and disputes and providing effective compliance mechanisms. You can find more information about your workplace rights for all visa holders working in Australia. <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploita>

THE END