

A C A D E M I A

I N T E R N A T I O N A L

STUDENT INFORMATION HANDBOOK

**Australian Academy of Vocational Education
& Trades Pty Ltd trading as
Academia International
Levels 4 , 5 & 9/152 Elizabeth St
Melbourne Victoria 3000
Australia**

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www.academia21.com**

**CRICOS Provider code: 02634E
Registered Provider no: 21595**

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CLIENT INFORMATION

SECTION 1: WELCOME

The Management and Staff of Academia International extend a warm welcome to you. Academia International is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students to achieve the best possible outcome.

Academia International will ensure that you receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

During your training with Academia International you may have questions related to your training and assessments. These should be raised in the first instance with the Trainer whom may refer you to either the course Director of Studies, Co-ordinator, or the Student Welfare Officer. You may also have questions, concerns, complaints and appeals that may require the attention of the Student Welfare Officers. The Student Welfare Officers are the first point of contact for issues aside from training and assessment matters, or those issues that you do not wish to discuss with your trainer.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training. In this handbook, you will find information about Academia International, policies and procedures together with forms and documents that you may need to refer to during your studies..

We sincerely hope your time at Academia International is a memorable and productive learning experience.

ACADEMIA INTERNATIONAL DEPARTMENT CONTACT DETAILS

Student Welfare Officers:

Academia International has two welfare officers available. The staff names are provided during induction and listed within the campuses.

Emergencies:

0431 318 100 (24 hrs)

Appointments:

**03 9671 4755 (BH) or
swo@academia21.com**

Student Services Department – provides student support services such as accommodation placement, issuing results and certificates, letters and administrative matters

studentservices@academia21.com

Marketing Department - for course enquires and assistance with articulation into further study

admissions@academia21.com

Finance Department – for all queries and issues related to course fees and payments

accounts@academia21.com

A general eMail address for general enquiries not related to the Departments listed above; or if you are unsure which email address to use. eMails to this address will always get forwarded to the relevant department/person.

info@academia21.com

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IMPORTANT DATES

TERM DATES

TERM	Schedule A		2010
TERM 1	Monday, 1 February 2010	Sunday, 11 April 2010	
TERM BREAK	Monday, 12 April 2010	Sunday, 25 April 2010	
TERM 2	Monday, 26 April 2010	Sunday, 4 July 2010	
TERM BREAK	Monday, 5 July 2010	Sunday, 18 July 2010	
TERM 3	Monday, 19 July 2010	Sunday, 26 September 2010	
TERM BREAK	Monday, 27 September 2010	Sunday, 10 October 2010	
TERM 4	Monday, 11 October 2010	Sunday, 19 December 2010	

TERM 1	Monday, 31 January 2011	Sunday, 10 April 2011	2011
TERM BREAK	Monday, 11 April 2011	Sunday, 24 April 2011	
TERM 2	Monday, 25 April 2011	Sunday, 3 July 2011	
TERM BREAK	Monday, 4 July 2011	Sunday, 17 July 2011	
TERM 3	Monday, 18 July 2011	Sunday, 25 September 2011	
TERM BREAK	Monday, 26 September 2011	Sunday, 9 October 2011	
TERM 4	Monday, 10 October 2011	Sunday, 18 December 2011	

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PUBLIC HOLIDAYS

The following dates represent Public Holidays observed in Melbourne, Victoria. The college will be closed on these days, with no classes being scheduled.

Event	2010	2011
New Years Day	Friday 1 January	Monday 3 January *in addition to Saturday 1 January
Australia Day	Tuesday 26 January	Wednesday 26 January
Labour Day	Monday 8 March	Monday 14 March
Good Friday	Friday 2 April	Friday 22 April
Easter Saturday	Saturday 3 April	Saturday 23 April
Easter Monday	Monday 5 April	Monday 25 April
ANZAC Day	Monday 26 April *substitute for Sunday 25 April	Tuesday 26 April *substitute for Monday 25 April
Queen's Birthday	Monday 14 June	Monday 13 June
Melbourne Cup Day (Melb. Metro area only)	Tuesday 2 November	Tuesday 1 November
Christmas Day Holiday	Saturday 25 December	Tuesday 27 December *substitute for Sunday 25 December
Boxing Day Holiday	Sunday 26 December and Tuesday 28 December* *additional day	Monday 26 December

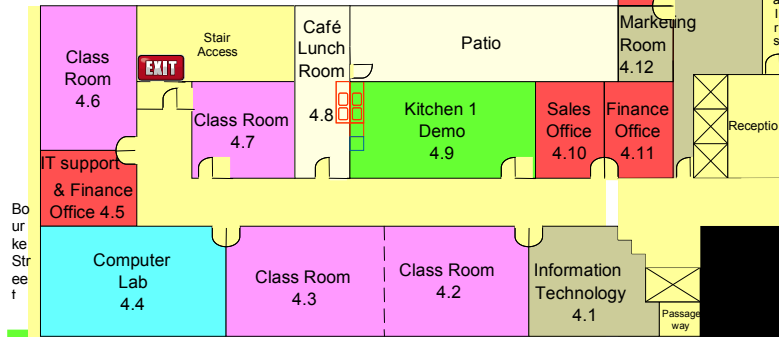
CLIENT INFORMATION



Main Campus

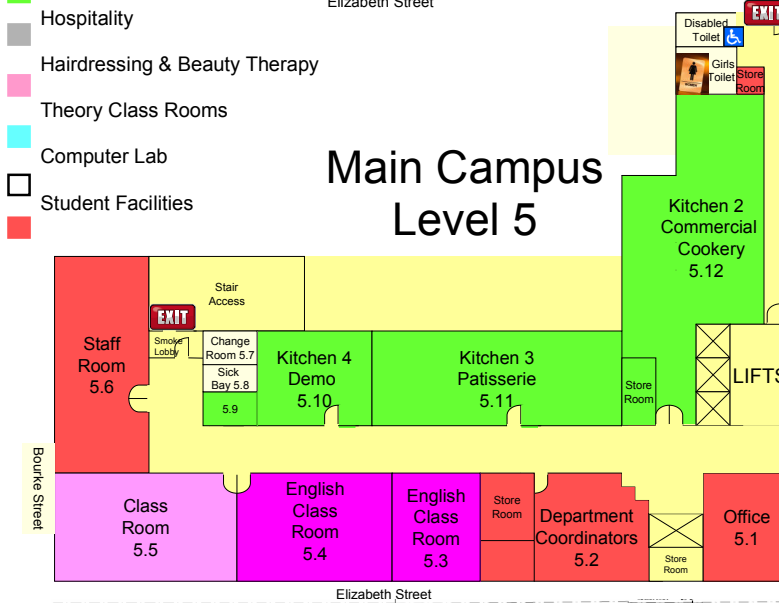
- Fourth Floor
 - Reception
 - Student Administration
 - Marketing & Sales
 - Finance
 - Hairdressing Salon 1
 - Demo Kitchen 1
 - Computer Lab
 - Café / Outdoor Patio
 - Class Rooms 4.1-4.7
 - Female Toilets (Stairwell)
 - Male Toilets (Stairwell)

Main Campus Level 4



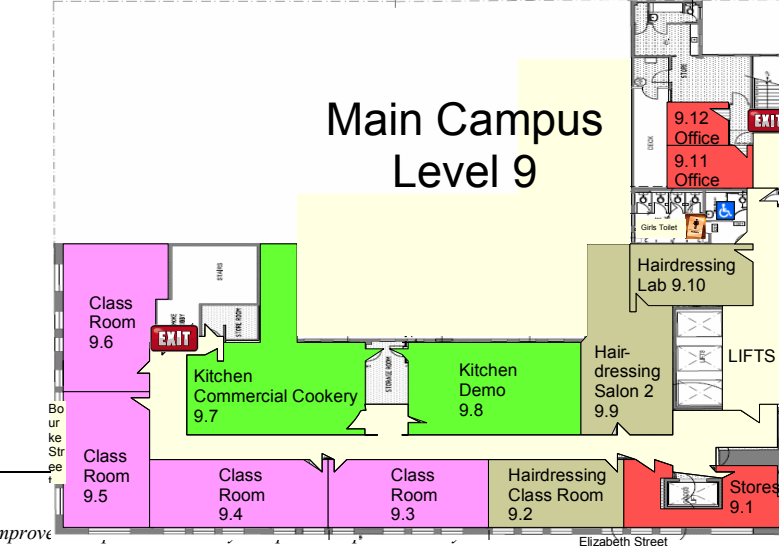
- Fifth Floor
 - Kitchens 2-4
 - Staff Room
 - English Class Rooms
 - Class Rooms 5.3 – 5.6
 - Male Change Rooms
 - Sick Bay
 - Female Toilets
 - Disabled Toilets

Main Campus Level 5



- Ninth Floor
 - Hairdressing Salon 2
 - Beauty Therapy Lab
 - Kitchens 6 – 7
 - Class Rooms 9.2 – 9.6
 - Female Toilets
 - Disabled Toilets
 - Female Change Rooms
 - Male Toilets (stairwell)

Main Campus Level 9



Student Information Handbook

Authorised by: Tony Kluytmans

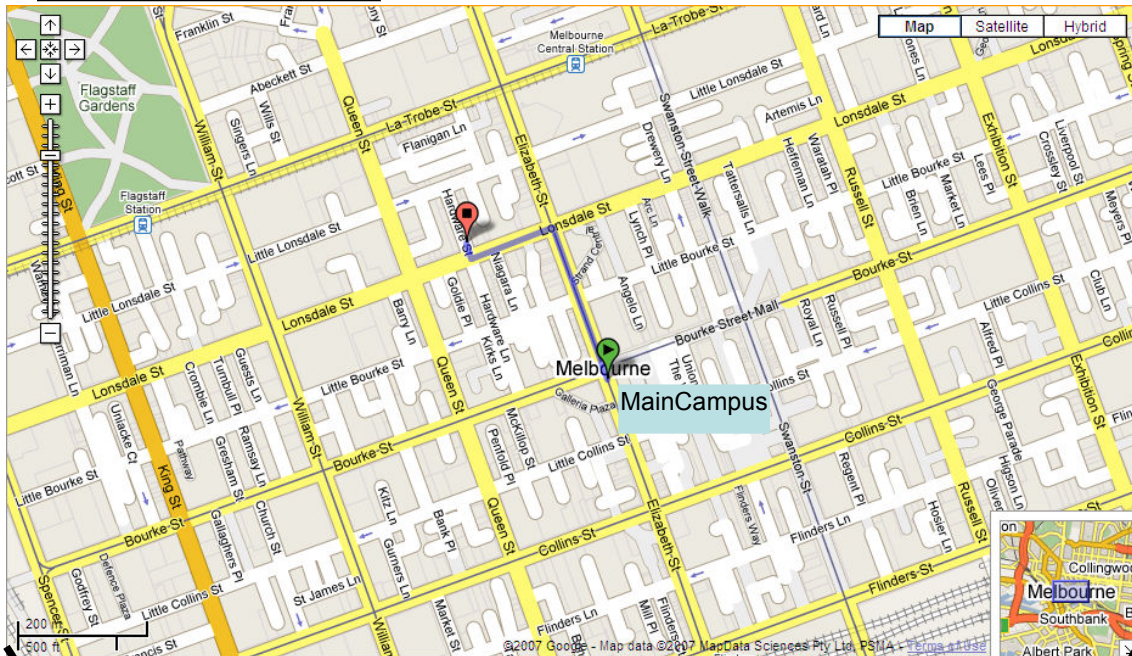
This document is subject to a continual improvement of the website www.academia21.com and the student intranet for the latest version of the Handbook.

Located at: <http://staffnet/client information handbook/client information handbook.doc> and www.academia21.com

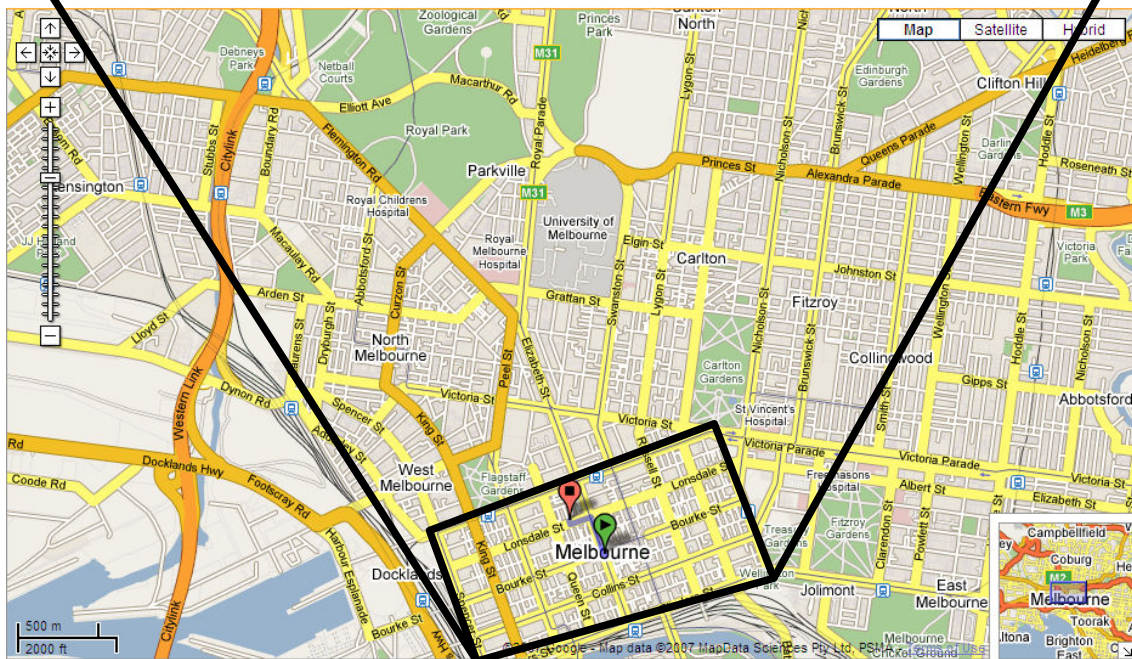
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How to find us



Located in the Centre of Melbourne (above) 152, Elizabeth Street Melbourne VIC 3000, Academia International's students can choose over 10 different routes of public transport to access our campuses



Inner Melbourne (above) with parklands, Melbourne Zoo, University precinct,

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ACCESS AND EQUITY

Academia International is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984 (amended July 2005), Equal Opportunity Act 1995, Racial Discrimination Act 5 1975, VIC Anti-Discrimination Act, Disability Discrimination Act 1992 and Disability Standards for Education 2005.

In the event of a situation that is considered by either staff or students to be in violation of Academia Internationals Access and Equity Policy, staff and students are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

The QIS Manager (Tony Kluytmans) tonyk@academia21.com is responsible for ensuring the college follows and maintains the principles of Access and Equity as defined in legislation and Academia International's policies.

STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Academia International collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training and student services.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office.

CODE OF ETHICS

Please refer to www.academia21.com for the Code of Ethics that Academia International is bound by as a member of the Australian Council for Private Education and Training (ACPET).

TRAINING DELIVERY AND ASSESSMENT

Classroom Training

Training is delivered 'face to face' by qualified trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations and assignments.

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Classroom Assessment

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions. Broadly classroom assessments have two or three assessment tasks for each unit of competency or module.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

ISSUING OF CERTIFICATION

Vocational education and training undertaken at Academia International is competency based. Assessments determine whether a student is competent/or not yet competent. Students are issued with a statement listing units of competency or modules undertaken and stating whether competency has been achieved.

Students whom complete all units making up the Training Package course requirements will be issued with an award in the form of a course certificate at the end of their course. The Certificate contains the following information:

- Academia International's details, including registration number
- Course Name and Code
- Certificate Number
- State authority logo
- Student's Full Name
- Date achieved
- Signature of Registrar authorising
- Nationally Recognised Training logo

Students whom partially complete courses will be issued with a Statement of Attainment detailing the units/modules where the student has achieve competency.

WHAT ARE COMPETENCIES?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to "Show, Tell and Apply" evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- ◆ Collecting, analysing and organising information
- ◆ Communicating ideas and information
- ◆ Planning and organising activities and tasks
- ◆ Working with others in teams
- ◆ Leading teams
- ◆ Using mathematical ideas and technological tools
- ◆ Solving problems
- ◆ Demonstrating understanding

All Students will be provided with a description for each Unit and, the elements, which make up each Unit of competency together with a proposed list of "Show, Tell and Apply" evidence.

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Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit.

- a. Initial assessments to identify what competencies you already have. (Overall self assessment.)
From this a learning plan can be designed to develop the remaining or outstanding competencies.
- b. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

How are competencies assessed?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent”. Competencies are not ‘scaled’ or ‘marked’.

Broadly it’s simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units and units of learning a certificate for the qualification cannot be issued.

You can however, receive recognition from for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding Units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

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SECTION 2: STUDENT POLICIES AND PROCEDURES

Academia Internationals policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Academia International is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

ACADEMIC PROGRESS AND ATTENDANCE

Attendance is an essential element of a student's program, and is monitored as an intervention strategy in line with Academic Progress monitoring policy.

Please refer to the Academic Progress Monitoring section for further information.

ACADEMIC PROGRESS POLICY

All students have their rate of academic progress monitored to ensure that they complete their course by the end date of their Confirmation of Enrolment (CoE) in the case of International Students, or course end date in case of Local Students.

ACADEMIA INTERNATIONAL'S IMPLEMENTATION OF THE DEEWR-DIAC COURSE PROGRESS POLICY

PURPOSE

This policy is designed to meet the requirements of the DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses, included in Appendix A of this policy. This DEEWR-DIAC policy is applicable under standard 11.2 of the National Code of Practice 2007. The policy and related procedures detail the course progression monitoring, intervention strategies and DIAC reporting requirements as described in the DEEWR-DIAC Course Progress Policy and Standard 9 of the National Code of Practice 2007.

This policy is made available to all staff and students of Academia International through the Student Information Handbook and the Staff Intranet system. The policy is explained to Students and Staff through induction programs and counselling sessions applicable under this policy.

SCOPE

Academia International students have their unit/module enrolments stored in the student management system TEAMS. These units/modules define the over-all course requirements as per the accredited course or training package rules.

Academia International delivers its courses over four (4) compulsory study periods within the academic year. These periods are referred to as Terms and are of ten (10) weeks in duration. Two terms equals one Semester and the total weeks within the academic year is forty (40). Students commence their courses at the beginning of any Term, and for this purpose it is referred to as an Intake.

1.0 DEFINITION OF COURSE REQUIREMENTS

Academia International has developed outlines for each compulsory study period, referred to as Stage Outlines. The Stage Outline details the units/modules contained within the compulsory study period, the equipment and resource requirements, details of each session's content for that day, the assessment requirements and timelines/due dates for those.

The Stage Outlines will have varying numbers of units/modules from one another as the units/modules are of varying hours in duration. The Stage Outlines are set up with each stage being 200 hours in duration, delivered over the ten week Term (compulsory study period).

Example: Stage 1 may contain 5 units of 40 hours each equalling the 200 hours and Stage 2 may be made up of 2 units of 100 hours each equalling the 200 hours

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The stage outlines are supplied to students at the commencement of each compulsory study period (10 week Term).

1.1 To achieve satisfactory course progress under this policy, students must successfully complete or demonstrate competency in at least 50% of the course requirements in a compulsory study period. This means that 50% of the units/modules defined in the stage outline must be completed or demonstrated.

Example: A stage of a course may contain six [6] units/modules delivered over the compulsory study period. To achieve satisfactory progress under this policy a student would need to successfully complete or demonstrate competency in at least three [3] of those units/modules.

The course durations are designed with the assumption that a student will meet the total requirements (100%) of each compulsory study period (Term). If a student successfully completes or demonstrates competency in the range of 50% to 99% of course requirements in any period they are considered to be making satisfactory progress under this policy. However, this rate of progress will see the student being unable to complete all course requirements before their enrolment end date. This situation is covered by the provisions of Standard 9 of the National Code of Practice 2007. Under Standard 9 Academia International is responsible for monitoring a student's academic progress to ensure they complete their enrolled course within the duration specified on their Confirmation of Enrolment (COE).

NOTE: For non-student visa holders and local students Academia International will monitor academic progress to ensure completion by the enrolment end date.

2.0 INTERVENTION AND MONITORING STRATEGIES

At the end of each compulsory study period Academia International will systematically monitor each student's academic progress and identify those students requiring intervention. If it is possible to identify students at risk of making unsatisfactory course progress before the end of the compulsory study period, then Academia International will initiate the intervention strategies as early as possible.

The following intervention strategies apply to monitor and identify a student requiring intervention:

2.1 Attendance is monitored as an indicator of student participation in classwork. Students identified through monitoring as either:

- at risk of not making 70% attendance
- dropped below 70% attendance

over the Ten (10) week compulsory study period will.

(a) Have a warning letter, SMS or email sent to them requiring to meet with the Director of Studies (DOS) or their Head of Department (HOD)

(b) At the meeting with the DOS or HOD, students will be reminded that low attendance/participation in their coursework provides a greater risk of the student being deemed Not Yet Competent (NYC).

2.2 Students identified as successfully achieving more than 50% and less than 100% of the course requirements in the compulsory study period will have their academic load adjusted to bring them into alignment with their COE and/or enrolment end dates.

(a) The student repeats the unsuccessful units/modules in a following compulsory study period

or

(b) The student is provided with the opportunity to demonstrate competency by undertaking reassessments as per the provisions of the reassessment policy.

2.3 Students identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a compulsory study period. The following applies:

(a) If the student is identified for the first time or subsequent times without a preceding period of identification, the student will:

- Receive a written letter from Academia International advising of not achieving satisfactory course progress under the provisions of the Course Progress Policy item 2.2. The letter will specify an appointment time with the Director of Studies

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- Receive an email and/or SMS alerting to the fact the Unsatisfactory Course Progress letter has been sent to the student's last known residential address.

(b) At the appointment with the Director of Studies, the following will be discussed to determine the best intervention strategy/strategies necessary to assist the student to achieve satisfactory course progress:

- Discussion of course suitability for which the student is enrolled into. EG, is the student completing a course suited to them?
- Opportunities to demonstrate competency by undertaking reassessments as per the provisions of the reassessment policy. This procedure allows re-assessment or demonstration of competency in units/modules failed or deemed Not Yet Competent (NYC)
- The LLN procedure to provide the student with advice and support services in the provision of language, literacy and numeracy (LLN) assessment services
- The Student Counselling, Support and Welfare procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course
- The student will be advised that under this policy unsatisfactory course progress in two consecutive study periods (as described at item 2.3) could lead to the student being reported to DIAC and cancellation of their student visa, depending on the outcome of any appeals process

2.4 If the student is identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a compulsory study period for a second consecutive time.

The following applies:

- (a) The intervention strategies at 2.2(b) of this policy will be reviewed further with the student
- (b) The procedure described under item 3.0 of this policy will be initiated by Academia International

Definition of consecutive periods under this policy is two compulsory study periods that the student was enrolled in and studying, whether or not separated by holiday or deferment periods. Under this policy a compulsory study period is a ten (10) week term.

3.0 INTENTION TO REPORT STUDENTS TO DIAC FOR UNSATISFACTORY COURSE PROGRESS

A student that is identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a second consecutive compulsory study period the following applies:

3.1 Academia International will write to the student of its intention to report to DIAC for unsatisfactory progress. A sample letter has been provided in Appendix B. Academia International will also email and/or SMS the student alerting to the fact that the letter has been sent out to their last known residential address.

The student has twenty [20] working days to instigate the Student Complaints and Appeals process. A student may appeal on the following grounds:

- (a) Academia International has failed to record or calculate the student's marks accurately
- (b) The student has compassionate or compelling circumstances that impact on the student's capacity and/or ability to progress through the enrolled course

or

- (c) Academia International has not implemented the intervention strategies documented in this policy at 2.2(b) or referred to in other existing policies provided or made available to the student

3.2 Where a student's appeal is successful Academia international will do the following depending on the findings of the appeals process:

- (a) If an error was made in calculations and the student did make satisfactory course progress, Academia International will not report the student to DIAC. Further support may

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be provided as per 2.2(b) if necessary

(b) If Academia International has failed to record a student's marks, the college will correct this omission and the student will not be reported to DIAC. Further support may be provided as per 2.2(b) if necessary

(c) If the appeals process shows that satisfactory academic progress was not made due to compassionate or compelling circumstances, the student will not be reported to DIAC. Further support will be provided as per 2.2(b)

4.0 REPORTING STUDENTS TO DIAC FOR UNSATISFACTORY COURSE PROGRESS

4.1 Where a student has been identified as not meeting course requirements in two consecutive study periods and the following conditions apply:

- (a) The student has chosen not to access the Student Complaints and Appeals process within the 20 working day period from Academia International's notification of intention to report
- (b) The student has withdrawn from the Student Complaints and Appeals process
- (c) The Student Complaints and Appeals process is completed and the student's appeal was unsuccessful

4.2 Academia International will then notify the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through the Provider Registration and International Student Management System (PRISMS). The report to DEEWR will result in the student being issued with a Section 20 notice outlining the breach of visa conditions. This report will require the student to present to DIAC within 28 working days from the issue date.

Refer to www.academia21.com or the student intranet for the appendices relating to this policy.

ASSESSMENT APPEALS PROCESS

***Refer also Complaints and Appeals**

All participants have the right to appeal any assessment decision made by Academia International if they:

- believe that the assessment outcome warrants appeal and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are not satisfied with the outcome, you are then entitled to follow the students complaints and appeals procedure.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary

If no satisfactory solution is reached you can appeal to the Victorian Registration and Qualifications Authority (VRQA) www.vrqa.vic.gov.au.

Note: You have the right to a support person to be involved at all times during the appeal process.

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CANCELLATION AND REFUND POLICY

Please refer to www.academia21.com for refund policies:

If you are an International student studying on a student visa, refunds are made under the provisions of the International Refund Policy and in accordance with the refund agreement made between Australian Academy of Vocational Education and Trades Pty Ltd t/as Academia International and the student.

All other student refunds are made under the provisions of the Local Refund Policy.

Note: that all requests for refund must be made in writing and submitted to: Refund Officer. Reasons and supporting evidence must accompany the request for refund as per the International Refund or Local Refund policies.

CHANGE OF ENROLMENT

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. You must apply in writing to your Head of Department for any request to change of enrolment.

Change of enrolment may occur if the Head of Department and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change in enrolment subject to the Refund Policy.

STUDENT COMPLAINTS AND APPEALS

Student Complaints and Appeals

Issue No: 2.2
Date of Issue: 27 October 2009
Revised and Approved by: Tony Kluytmans

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Purpose:

This policy and procedure covers the requirements of the AQTF standard 2.6 and the National Code of Practice 2007 standard 8.

Academia International will address each Student complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

Students unsatisfied with the result or conduct of Academia International's internal appeals handling processes may access an external appeals process which is independent, impartial and provided at minimal cost.

Scope:

This procedure will cover all complaints and appeals submitted by students undertaking training for all courses on Academia International's scope of registration. All disputes will be handled professionally in order to achieve a satisfactory resolution.

Privacy:

Academia International acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

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Definitions:

Appeal: dissatisfaction with a decision made by Academia International, requiring further consideration to reach a resolution.

Complaint: dissatisfaction with an aspect of services received from Academia International, requiring action is taken to reach a resolution.

Procedure:

1. It is in the student's best interests for a dispute to be resolved amicably and at an early stage. A difficulty or concern should initially be discussed with the staff member concerned and a satisfactory outcome might be achieved through discussion. If the issue is not resolved then the student should proceed to Step 2 and commence the formal complaints and appeals process

2. Lodgement; The Student should lodge a written complaint using the approved Academia International *Client Complaint Form QA-CCF-2**.

**This form is available from the Student Services office or www.academia21.com*

The Student should complete this form and attach all the information they have to support the complaint or appeal. Then submit to the Student Welfare Officer in person, or:

email: swo@academia21.com

Post:

Student Welfare Officer
Academia International
Level 4, 152 Elizabeth St
MELBOURNE VIC 3000

3. **Internal Complaint/Appeal;** after receipt of a formal Student complaint or appeal the following process takes place.

3.1. In the case of an International Student, maintaining the enrolment means not reporting to the Department of Immigration and Citizenship (DIAC).

While the Internal and External (if required) Complaint or Appeal is on-going the Student's enrolment will be maintained – except for the reasons described at 3.7.

The access to Training and Assessment services will solely be at the discretion of Academia International, depending on the nature of the Complaint or Appeal.

3.2. The Complaint or Appeal is received and may be heard by the Student Welfare Officer. In most cases, the Student Welfare Officer will refer the complaint or appeal to an appropriate staff member within Academia International, depending on the nature of the Complaint or Appeal.

A meeting will then be arranged with the Student, allowing them to formally present their case to Academia International.

The Student is welcomed and encouraged to bring a support person with them to this meeting, or any other related meetings.

3.3. Meeting day; If the Student has further supporting documents other than those supplied with the Client Complaint form, they should bring those to the meeting.

At the meeting, the Student Welfare Officer and another member of staff will be present to hear the student's case. Where possible, Academia International will appoint staff independent to the reason for the complaint or appeal.

The Student's support person may present or assist with the case for appeal.

3.4. Investigation and outcome; after hearing the Student formally present their case; Academia International will investigate and make a decision on the outcome of the complaint or appeal.

Academia International will advise the Student of the outcome in writing within five [5] working days from the date of the meeting.

3.5. If the outcome does not favour the Student, Academia International will also advise in writing of the student's right to engage the External Appeals process as outlined at step four [4].

CLIENT INFORMATION

3.6. If the appeal is against Academia International's decision to report a Student to DIAC for:

- *Unsatisfactory course progress (Vocational and ELICOS Students) ;or*
- *Unsatisfactory attendance (ELICOS Students only)*

the college must maintain the Student's enrolment, not report to DIAC and wait for the completion of the External Appeals process outline at step four [4] before reporting to DIAC.

The Student will have 10 working days from the date of receiving the Complaint or Appeal outcome letter to begin this process.

3.7. If the appeal is against Academia International's decision to report a Student to DIAC to:

- *Defer or Suspend a Student's enrolment due to misbehaviour; or*
- *Cancel a Student's enrolment*

the college will wait for the completion of the Internal Appeals process only before reporting to DIAC. The Student may continue with the External Appeals process.

4. **External Appeal;** If a Student is not satisfied with the result or conduct of the Internal Complaints and Appeals process, the Student may lodge an *ACPET External Review Form** to the Australian Council for Private Education and Training (ACPET).

** This form is available from the Student Services office or www.academia21.com*

ACPET's role is to review the complaint or appeal by appointing a Review Panel that is independent to both Academia International and ACPET.

The Student completes the External Appeal Form and attaches all supporting information from the Internal Appeal along with Academia International's complaints and appeals outcome letter. Payment must also be made at the time of submission to ACPET.

Students must lodge the form to ACPET via eMail student.appeals@acpet.edu.au, and not phone or come into ACPET's offices.

Once a student has applied for external review, Academia International will be informed of the application. Academia International must maintain the student's enrolment in the course (except for items at 3.7).

Both the Student and Academia International will receive an acknowledgment letter from ACPET advising of the deadline to provide supporting information for the mediation process.

- An independent External Reviewer will be assigned to the application and contacted for review.
- All documentation from the Student and Academia International will be forwarded to the allocated External Reviewer.
- External Reviewer will examine and review the submissions and documentation.
- External Reviewer will outline determination and forward decision to ACPET.
- ACPET will forward decision to all parties.

If Academia International receives advice from External Appeals that supports the Student, the following takes place.

4.1. The decision and/or corrective and preventative action will immediately be implemented. The Student will be informed in writing by Academia International and the outcome recorded on file.

If Academia International receives advice from the External Appeal that supports the college,:

4.2. Academia International will follow through with any actions relating to the complaint or appeal.

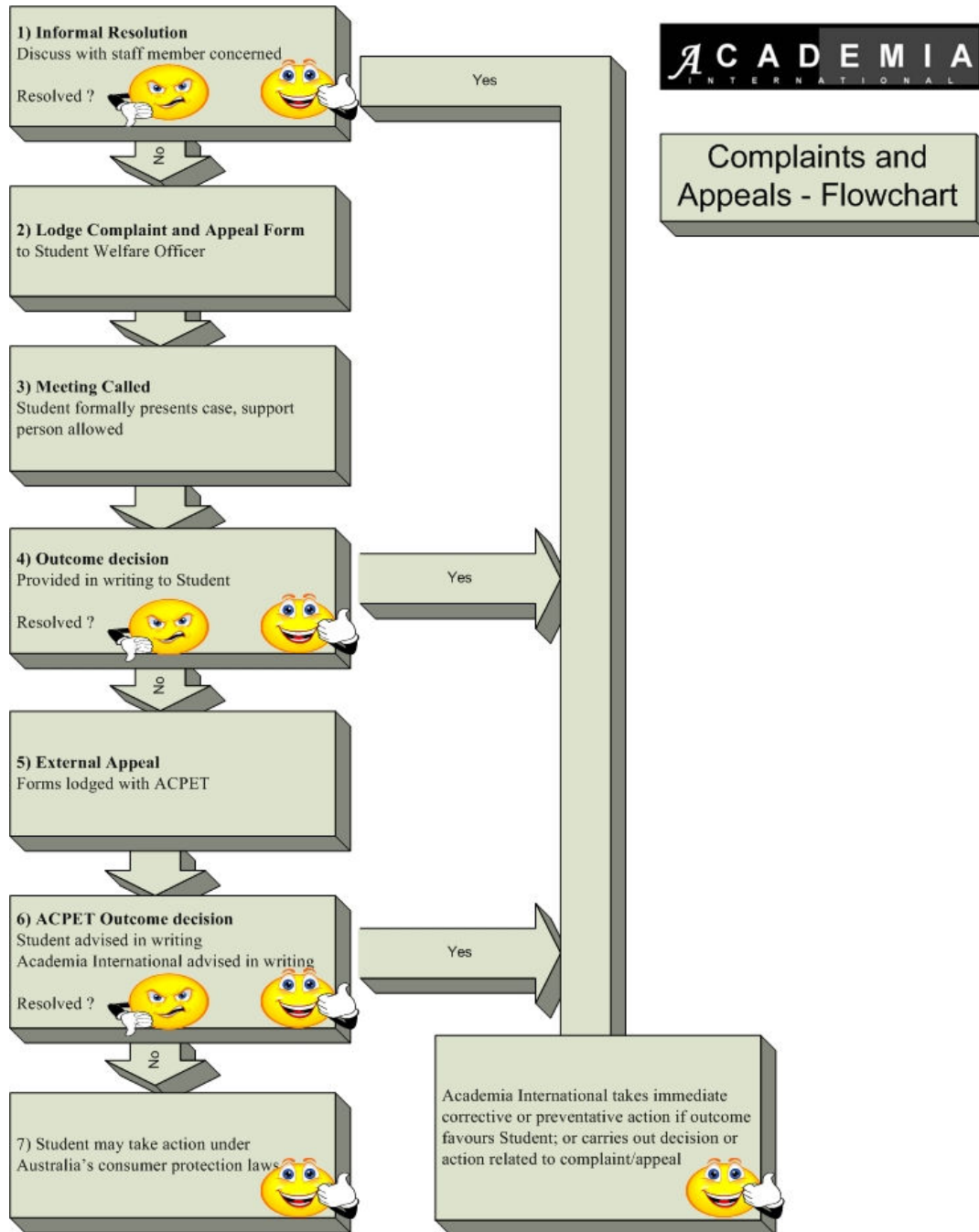
The Student will be advised of all outcomes in writing.

This process does not remove the right to take further action under Australia's consumer protection laws.

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CLIENT INFORMATION

STUDENT COMPLAINTS AND APPEALS FLOWCHART



At each step, if the complaint or appeal is not resolved, we move to the next step. Steps 2 to 4 of the process is an **Internal Complaint or Appeal** where Academia International solves the problem with the Student. Steps 5 to 6 of the process is an **External Appeal**, where ACPET will assess how Academia International conducted Steps 2 to 4 and provide an outcome.

When your problem is solved, we will provide you with a copy of all documentation.

You are permitted to bring someone with you at **any** time for support. You are also allowed to have someone represent you in the meeting. For example, if you feel you do not have good enough English to say what you want, you may bring someone to help translate.

CLIENT INFORMATION

STUDENT COUNSELLING SERVICES & SUPPORT

Academia International has dedicated Student Welfare Officers available for contact 24 hours a day. The Student Welfare Officers are the first point of contact for issues that fall outside of Training and Assessment, or for those issues you may not wish to discuss with your Trainer or Course Co-ordinator.

Student Welfare Officers:

Academia International has two welfare officers available. The staff names are provided during induction and listed within the campuses.

Emergencies:

0431 318 100 (24 hrs)

Appointments:

**03 9671 4755 (BH) or
swo@academia21.com**

Academia International caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage through to graduation.

All students should make an appointment at reception with the Student Welfare Officer if they wish to ask about any vocational education and training or personal counselling services available at Academia International.

Academia International provides suitable resources to help students identify their learning needs and provides staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products Academia International will do its best to ensure they are relevant to industry needs and meet the requirements of the Training Package or Accredited Course.

Academia International is committed to providing students requiring additional support, advice or assistance while training. To achieve this and ensure the quality delivery of training and support services, Academia International provides:

- Student Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with management, trainers, assessors and course coordinators who are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Welfare Officer in the first instance. They can then make a time to see the Manager/Principal/trainers/assessors and course coordinators who are responsible for monitoring student progress. Please make an appointment at reception for:
- Additional support and services include:
 - a. Education and Career Counselling
 - b. Assistance when applying for further studies
- Personal Counselling services** are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet Academia International's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
 - a. Grievance /conflict resolution
 - b. Stress management
 - c. Access and equity issues
 - d. Student welfare and support

CLIENT INFORMATION

- Language, Literacy and Numeracy (LLN) Support** is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support may be identified on induction/orientation day or during their enrolment. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area.
- Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:
 - a. Count, check and record accurately
 - b. Read and interpret
 - c. Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

Post Program and Exit Counselling Services includes assistance with job seeking, resume and interview skills vocational advice and mentoring. Students are advised of this service towards the completion of their qualification or course.

STUDENT ID CARD AND LANYARD

To promote a safe and healthy learning environment all students are issued with an Academia International Identification Card, containing their photograph, name, Student ID number, and commencement and completion dates.

Students are required to have their Identification card with them at all times and be displayed by wearing on their lanyard whilst on the Academia International premises. Students not wearing a lanyard may be asked to leave the class/college.

NOTE: you are required to sit for a digital photograph at the Administration Office for your student card to be produced.

STUDENT HARASSMENT POLICY

***Also refer Discipline Policy**

Academia International will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a student's work or work capacity

CLIENT INFORMATION

- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of student work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of student work performance
- ◆ Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Academia International expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for students or dismissal for staff.

STUDENT HEALTH

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others (eg colds, flu and viral infections), should not come to Academia International until recovered. As the courses deal with food and/or customers, attending college when ill poses a risk to others.

Students unable to attend Academia International due to illness must advise the Administration Office immediately. A medical certificate will be required for any absence. Academia International's policies ensure that students whom do not attend due to illness evidenced by a medical certificate are not disadvantaged.

If you need an extended absence from the college due to illness or accident, contact one of the Student Welfare Officers to discuss any implications to your student visa (in case of International Students) and your return to studies.

CLIENT INFORMATION

International Students are required to maintain sufficient Overseas Student Health Cover (OSHC) during the term of their student visa. Academia International can assist with applications or renewal through Australian Health Management (AHM). Enquires for OSHC can be made through the Administration Office.

STUDENT INDUCTION AND ORIENTATION

A Student Induction and Orientation Day and class registration is conducted for all new students prior to course commencement. The Induction and Orientation is conducted at an agreed time before the commencement of studies.

It is essential for students to attend this session to understand the Academia International academic system and familiarise themselves with the facilities. Student ID cards can be ordered on this day.

At Induction and Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. Course coordinators will be available to answer any questions students have regarding subject selection.

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of Academia International. Please complete this form and hand it to the Administration department.

STUDENT PRIVACY

Academia International recognises a student's right to privacy. Academia International Privacy Policy identifies how we handle information about you as a learner. We collect and store your enrolment details and your progress reports and adhere to the Privacy Act 1988 and the Information Privacy Act 2000.

Academia International's full privacy statement can be viewed online at www.academia21.com.

STUDENT PRIVACY NOTE FOR INTERNATIONAL STUDENTS

The information provided by you (the student) to Academia International may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and

Academia International is required, under s19 of the ESOS Act 2000, to tell the Department about:

- certain changes to your enrolment; and
- any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Academia International we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.

CLIENT INFORMATION

- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of the Academia International and fellow students.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes.
- No food or drinks are allowed in the general-purpose classrooms or computer lab at Academia International
- No chewing gum or smoking is permitted within Academia International

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

CREDIT TRANSFER / COURSE CREDIT

Academia International is obliged under the Australian Quality Training Framework 2007 (AQTF2007) to recognise qualifications and statements of attainment issued by other 'Nationally Recognised Training' providers.

Academia International will recognise and grant credits for equivalent statements of attainment and qualifications issued by institutions that deliver within the Nationally Recognised Training Framework.

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC)

Academia International does not offer RPL or RCC services for students wishing to gain credit for studies that are not part of the Nationally Recognised Training Framework.

DEFERAL, SUSPENSION AND CANCELLATION OF STUDIES

As a student of Academia International you may request to defer the commencement date of your course or temporarily suspend your studies while the course is in session only in certain limited circumstances. A deferment or suspension may only be granted on the grounds of '*compassionate or compelling circumstances*'.

Compassionate or compelling circumstances are those generally out of your control, impacting either your ability to participate in the course or your well-being. These include, but are not limited to:

- inability to begin studying on the course commencement date due to a delay in receiving your student visa
- serious illness or injury, where a medical certificate states that the you are unable to attend classes
- bereavement of a close family member
- major political upheaval or natural disaster in your home country requiring emergency travel
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime

Students must apply to the *Student Services Department* for a deferment of course commencement or suspension of studies using the *Deferral Request Application Form* and provide supporting evidence. The *Student Welfare Officer* or *Director of Studies* will assess the application against the policy and inform you in writing of the outcome.

CLIENT INFORMATION

How to apply:

Complete the Deferral Request Application Form and submit to the Student Services department. These forms can be obtained from Student Services or our website at www.academia21.com.

For a request to defer/suspend your studies to be approved, the following conditions must be met:

1. Your course fees must be paid up-to-date
2. Documentation you provide must support your claim for compassionate or compelling circumstances

If you take leave without Academia International's approval, your enrolment may be seriously affected, by either:

1. Your enrolment cancelled (reported to DIAC if on a Student Visa)
2. Your academic progress, results may still be entered as Not Yet Competent in the case of Vocational students (Hospitality, Hairdressing, Beauty)
3. Your attendance, may still be marked as absent in the case of ELICOS students

Privacy Note: If you are an International Student, Academia International is required by legislation to notify the Department of Immigration and Citizenship (DIAC) of your deferment.

DISCIPLINE POLICY

1) Plagiarism/ Cheating on projects/ assignments

If you have been found to be plagiarising on a project or assignment the following action will be taken.

- a) You will receive an outcome of Not Yet Competent (NYC) with plagiarism being the reason recorded.
- b) You will be given one [1] week to resubmit the work in the original format required.

If a teacher/trainer receives a project or assignment from you that is identical to another students' and finds that you have copied, the following action will be taken.

- c) You will be charged a resit fee to resubmit the assessment piece.
- d) You will be given one [1] week to resubmit the work in the original format required.
- e) If it cannot be determined which student(s) have copied then all with identical items will be subject to 1.c and 1.d
- f) A note detailing the breach of policy will be held on your file.

2) Plagiarism/Cheating on tests

If you are found to be plagiarising or cheating on a test, the following action will be taken.

- a) You will receive an outcome of Not Yet Competent (NYC) with plagiarism or cheating being the reason recorded.
- b) You will be given one [1] week to resubmit the work in the original format required.
- c) You will be charged a resit fee to resit the test.
- d) A note detailing the breach of policy will be held on your file.

CLIENT INFORMATION

3) Harassment

If you have been found to be in breach of Academia International's Student Harassment Policy, the following action will be taken.

- a) If this is evidenced in the classroom the teacher/trainer will take you aside to be counselled. A note of this counselling will be provided to the Student Welfare Officer and placed on your file.
- b) If further breaches of the harassment policy occur after the initial teacher/trainer counselling then you will be referred to the Student Welfare Officer. The Student Welfare Officer will counsel you further and provide a final warning of being in breach of the policy.
- c) If further breaches of the harassment policy occur after 3.b then you may be expelled from the college at the discretion of the management team.

4) Physical Assault

Physical Assault will not be tolerated under any circumstances. If you physically assault another person, the following action will be taken.

- a) The Student Welfare Officer will be contacted to document the assault.
- b) At the discretion of the Student Welfare Officer the incident may be reported to the Police.
- c) At the discretion of the management team you may be expelled from the college.

5) Breaking the law

If there is evidence that you have broken a law within the college premises' the following action will be taken.

- a) The Student Welfare Officer will be informed who will in turn contact the Police to deal with the matter.
- b) The Student Welfare Office will conduct counselling if at their discretion is deemed necessary.

6) Mobile phone use in class

- a) Mobile phones are not allowed in class.
- b) The only exception is if an urgent call is expected. In this instance, you need to inform the teacher/trainer in advance and ensure the phone is left in vibrating / silent mode so as not to disturb the whole class once a call comes in.
- c) Such exceptions need to remain exceptions and not become a regular occurrence. That is you can not expect an urgent call every day of the week.

7) Late Arrivals / Early departures

- a) Late arrivals and early departures are recorded on the roll and you will be reminded of the attendance requirements.
- b) When you are late or miss an assessment / test, the reassessment policy is followed as per the Student Information Handbook.

8) OH & S (Including dress code / uniform requirements)

- a) You will be introduced to OH&S requirements during induction and as part of your course curriculum.
- b) Where a breach of dress / uniform requirement occurs, you will not be allowed to participate in that class until these requirements are met.

9) Rude / Negative Attitude towards fellow students / Teachers

- a) If this is evidenced in the classroom the teacher/trainer will take you aside to be counselled. A note of this counselling will be provided to the Student Welfare Officer and placed on your file.

CLIENT INFORMATION

- b) If further breaches of the occur after the initial teacher/trainer counselling then you will be referred to the Student Welfare Officer. The Student Welfare Officer will counsel you further and provide a final warning of being in breach of the policy.
- c) If further breaches occur after 9.b then you may be expelled from the college at the discretion of the management team.

10) Non Participation (including sleeping in class)

- a) If you are in no state to comprehend or participate during class then you will be sent home. A file note will be placed on your file stating this.
- b) If you miss out on an important part of the class due to non-participation you will need to recover what you have missed in your own time.

11) Intoxication (Alcohol / Substance Abuse)

If you are found to be intoxicated during classes, the following action will be taken.

- a) You will be taken aside and asked to leave and return back to class once in an acceptable state of non intoxication. A note of this will be placed on your file.
- b) If there are repeated instances of intoxication, the Student Welfare officer will be engaged to counsel and offer any help or services that you may need.

12) Absenteeism – missing Assessment / Test

- a) Refer to the Re-Scheduled Assessment Policy & Procedure

OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Academia International is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Academia International is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the Federal and State rules and regulations of the Occupational Health and Safety Act 2004.

It is important students report ANY injury immediately. Academia International has a formal policy in place that staff must follow in the case of injury to students, staff or visitors. If you have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

You must comply with any OH&S requirements specified by your trainers during your enrolment.

PLAGIARISM AND CHEATING

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it, is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

CLIENT INFORMATION

Teachers/Trainers will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

Any student (student) found to be cheating during an assessment will face disciplinary action in-line with Academia International's discipline policy.

REPORTING PROCEDURES

Academia International is required to report to the Department of Immigration and Citizenship (DIAC) about student non-compliance with course requirements. To ensure reporting is consistent and accurate Academia International adopts the following procedure:

1. Students can access an unofficial transcript informing them of their academic progress and fee payment status by completing a **Request Advice Form** available from reception.
2. myAcademia: Students have access through a portal available at www.academia21.com to the student management system TEAMS. This portal will enable students to update personal details and view their academic progress online
3. Students who receive notification through a warning letter about any irregularities for attendance, progress or outstanding fee payment must immediately contact the Administration Office to resolve these irregularities.
4. Students who do not resolve the academic irregularities will be reported inline with the provisions of the DEEWR-DIAC Course Progress Policy.
5. Students who fail to pay late course fees will be reported to DIAC for 'non-payment of fees', pending an appeals process.
6. Students whom fail to return to study after a term break and can no longer be contacted will be reported to DIAC as 'Cessation of Studies' for inactive withdrawal from their enrolled course.

Note: You are required at all times to keep Academia International informed of your current address and telephone number, to complete your subjects with passing grades and to pay your course fees **before the due date**. Notification of Change of Address Forms are held by reception. Students who pay late will not be allowed to enter classes and will therefore be considered to be non bona fide.

If you have any difficulties with course completion and or with payments, please inform the Administration Office or the Student Welfare Officer.

CLIENT INFORMATION

REASSESSMENT POLICY AND PROCEDURE

Policy:

All courses provided by Academia International have specific assessment requirements. Students must meet all of these requirements in order to receive their Diploma or Certificate qualifications.

Students are notified in advance of assessment requirements, including dates and times at the commencement of each new study period (Term). These requirements are then recorded on the Stage Outline document for students' reference.

If a student is absent for an assessment or receives a Not Yet Competent (NYC) outcome, they must apply for a re-attempt of that particular assessment. Students are not eligible to be reassessed if their failed assessment result was below 35% and/or if their attendance rate is less than 50%

Repeating units or components of units for Vocational Courses only (Hospitality/Cookery/Patisserie/Hairdressing/Beauty Therapy):

Tuition fees need to be paid for repeating units or components of units. Fees are calculated on a pro rata basis. As an indication of repeating assessments the following charges apply and are calculated on a pro-rata basis.

- Theory resits taken during the term the unit is delivered – no cost
- Theory resits taken after the term the unit was delivered – \$50.00
- All Practical Resits – \$100.00
- Exception: Students providing a medical certificate showing the date of any missed assessment(s) will not be charged for the resit

Note: Where possible your head of department will combine the theory re assessments to save you extra fees. For example, if you need to take 3 theory re assessments AND they can all be undertaken in a single day, then your total charge for these re-assessments will be \$50, (NOT \$150).

Student Procedures:

If you missed an assessment or receive a Not Yet Competent (NYC) result:

1. Complete the Assessment Re-attempt Form attaching feedback sheet(s), then book an appointment to see the Re-sit Officer.
(This is available from the Academic Student Services Desk outside Room 5.2)
2. Meet the Re-sit Officer whom will have your completed Assessment Re-attempt Form and Feedback Sheet(s)
(The Re-sit Officer will discuss if any fees are applicable for the re-attempt and schedule a date for you)
3. If re-attempt fees are applicable, meet with the Accounts Department to arrange the fee schedule.
(Accounts will sign and date the re-attempt form)
4. Return to your RE-sit Officer with the re-attempt form signed by Accounts and your booking will be confirmed.
(The Re-sit Officer will make all further arrangements from this point)
5. Arrive on time for the re-attempt booking and register with the Academic Services Desk (located outside Room 5.2)

CLIENT INFORMATION

TRANSFER BETWEEN REGISTERED PROVIDERS

International Student –Transfer Between Registered Providers Policy

Policy: (available to staff and students), located on website and student handbook

The National Code of Practice 2007 as part of the ESOS Framework (www.academia21.com/docs/ESOS_FrameWork.pdf) sets out the legislative terms where an International Student is required to complete six [6] months of their Principal Course of study before seeking transfer to another Registered Provider.

The National Code does recognise International Students as consumers who may wish to exercise choice before the six [6] months have been completed through a Registered Providers policy for transfer.

The International Student – Transfer Between Registered Providers Policy supports the legislation and details the circumstances where Academia International will permit an International Student seeking to transfer from another provider. The circumstances are also detailed where Academia International may or may not permit an International Student to transfer to another provider.

International Students seeking to transfer into Academia International

The policy of Academia International is to ensure that it does not enrol any transferring International Student prior to six [6] months of their principal course being completed unless that student has a **valid letter of release agreeing** to such a transfer.

A release letter is not required from your provider:

- If you are under a Government sponsorship and the sponsor believes your transfer to Academia International is in your best interests, then no release letter is necessary. **A letter of support from the Government sponsor must be provided in this case.**
- In the rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on that institution by the Australian Government which do not allow the student to continue with the course.

Steps to transfer in:

- a. Apply to The Registrar as outlined in the process located at www.academia21.com/aca/International-Students-Application_Process.html or, in the Academia International prospectus
- b. Academia International will determine if you have completed six [6] months of your Principal Course.
- c. If Academia International finds you have not completed six [6] months your Principal Course, a Conditional Letter of Offer may be issued stating that a **Letter of Release** must be provided from the other Provider agreeing to the transfer into Academia International; or
- d. If no satisfactory letter of release is obtained from you seeking to transfer in, the application process will be halted and you will be advised that you are unable to transfer. You are welcome to re-apply after the six [6] month period has passed.

International Students seeking to transfer from Academia International

International Students wishing to transfer from Academia International will have their request assessed as per this policy. Students may have their request approved or refused in line with this policy. The decision-making process will be conducted in consultation/negotiation with the Student by interview.

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Steps to transfer out:

- a. Complete the Request for Transfer form, along with supplying a Letter of Offer from the new provider. (The form is available from Student Services or www.academia21.com)
- b. The following documents (where applicable) must be attached to the Application for Transfer:
 - a. a letter detailing the reasons for the request to transfer to another Institution and how the Student will benefit from the transfer; and
 - b. a copy of the offer letter from the other Institution confirming that a valid enrolment offer has been made; and
 - c. a copy of the documentary evidence referred to in the letter of application (such as medical certificates); and
 - d. written approval for the change from the scholarship body if a sponsor is paying the tuition fees.
- c. Provide a **valid Letter of Offer** from the new provider.
- d. The Manager Student Services or the Student Welfare Officer will make an appointment with you to discuss your request to transfer in accordance with points 1 to 7 below.

Students under the age of 18

Under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements. The letter of offer must note this responsibility.

Reasons your release will be granted

If it is determined that points 1, or 7 apply during consultation/negotiation with Academia International's Manager Student Services, Compliance Manager or Director your release will be granted. Supporting documentation/evidence must be provided to support your request for transfer.

1. In Academia International's opinion the Student is not likely to academically succeed, despite Academia International's intervention or support strategies being engaged with the Student participating in those Services; or
2. In Academia International's opinion the Student is in need of general support services beyond those currently available (commercial or non-profit services, family or cultural support); or
3. Illness or injury that prevents the Student from being able to participate in the course requirements. This must be supported by a Doctor specialising in the specific illness or injury the Student claims to suffer from, which will then be validated through the Student visiting an independent doctor/specialist nominated and paid for by Academia International; or
4. The Student can reasonably prove that the new course better meets their long term goals; or
5. The Student was substantially misled by Academia International or an education or migration agent regarding the provider or the course, which constitutes a breach of the ESOS Act; or
6. An appeal (internal or external) on a matter that may reasonably result in the Student wishing to seek a transfer supports the Student; or
7. Any other exceptional circumstances Academia International sees fit.

CLIENT INFORMATION

The approval allowing a Student to transfer and the issuing of a Letter of Release does not indicate that a refund will be provided. Refunds are determined by the written agreement between Academia International and the Student as per the terms of the Refund Agreement.

The release letter will be provided to the Student at no cost.

Reasons your release may be refused

During consultation/negotiation with the Student if it is determined that points 8 – 12 apply, the release letter may be refused by Academia International.

In the case of your release being refused you will be advised in writing, detailing the reasons for the refusal. You will also be informed in this letter of your right to engage Academia International's appeals process to seek a review of the decision.

8. If a Student is trying to avoid being reported to Department of Immigration and Citizenship (DIAC) for failing to meet course progress or attendance requirements; or
9. If a Student has recently commenced their course and Academia International's support services have not yet been offered to the Student; or
10. Academia International determines that the transfer would be detrimental to the Student's study or career goals:
 - 10.1. the transfer may put at risk the Student's progression through a package of courses
 - 10.2. the transfer may result in the Student being unqualified for their chosen career
11. If the Student does not have a valid Letter of Offer from the receiving provider; or
12. If the documents provided by the Student do not, in Academia International's reasonable view, provide adequate grounds to justify the transfer.

Academia International will assess and respond to your request for a letter of release within ten [10] working days from receipt of the application.

Appeals

If you are not satisfied with the decision, and believe that it was not made following the procedures set out in this policy, you can seek an internal review using the standard appeal process.

If you are unhappy with this outcome, you can seek an external review through the Australian Council for Private Education and Training (ACPET).

Information relating to complaints and appeals process may be accessed www.academia21.com

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CLIENT INFORMATION

SECTION 3: FURTHER INFORMATION

COMPUTER FAIR USE POLICY

1. Computers are available ONLY to Academia International Students.
2. Students wishing to work on assignments and school work TAKE PRIORITY. If you are not able to use a computer for school work because other students are playing games, watching videos, etc, contact the student administration staff.
3. If you have food or drink in the computer room, a staff member will ask you to consume this elsewhere
4. Do not leave anything in the computer room.
5. The printer is to be used for School Work only.
6. Students who use Academia International computers for inappropriate reasons (especially viewing pornography) will be banned from the computer room. This may lead to expulsion under the Student Discipline Policy.
7. Printing (all printing activities are monitored)
 - a. Maximum number of pages per print job is 10. (This is to avoid accidental printouts from internet)
 - b. 400 pages per calendar year- \$40 will be credited towards printing. \$0.10 /page will be charged once you have gone over your quota (NOTE: 400 pages more then enough to cover assessments for each year of study)
8. Internet (Most game and illegal sites have been blocked)
 - a. Quota is managed by your User ID
 - b. Daily quota 20 MB
 - c. Weekly quota – 30 MB
 - d. Monthly quota – 100 MB
 - e. Once the above limit is reached the bandwidth will be throttled to 56 kbps
 - f. Maximum download size 3MB
9. Keeping a computer logged on when you leave the lab or sharing your logon details with another student is not accepted as an excuse for going over quota limits
10. It is in your interest to self manage the Computer Lab and follow this Fair Use Policy.

YOUR RESPONSIBILITIES AS A LEARNER

1. Participate in programme work set out by your Trainers/Teachers.
2. Tell your trainers when you do not understand the subject matter or know how to perform an assessment task
3. Meet attendance requirements.
4. Complete all assessment instruments.
5. Inform the college of any changes to personal details.
6. Maintain suitable dress code:
 - a. *The College requires that students dress in a manner which is neat and does not offend others. Uniforms for specific classes are to be worn at all times as advised by your Head of Department. These are in-line with OH & S requirements.*
7. Adhere to rules and regulations as set-out in the Student Information Handbook and/or Student Intranet.
8. Comply with the Terms and Conditions of Enrolment, agreed upon enrolment and induction/orientation.

CLIENT INFORMATION

YOUR TRAINER'S RESPONSIBILITIES

1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide Academia International eMail address so that you will be able to contact them between classes. This provides additional support for your self-paced and 'take home' learning activities.
4. When the total requirements have been *signed off*, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
5. During assessment the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent, along with a graded-mark showing an overall score achieved. .

FURTHER STUDY

Australia has 37 government-funded universities and two private universities, as well as a number of specialist institutions providing approved courses at the higher education level. Universities engage in teaching and research across a wide range of professional and academic disciplines. These disciplines may be specialist in nature (eg, Medicine, Engineering) or generalist (eg. Arts, Science).

University studies can be undertaken at the undergraduate or postgraduate level, leading to awards ranging from graduate certificate to doctorate. Many institutions also offer additional programs such as Foundation Studies, Study Abroad and English language courses.

The Sales Team can provide assistance with enrolments into higher education.



CLIENT INFORMATION

ACADEMIA INTERNATIONAL PROPERTY

During the term of enrolment students may be issued with resources to aid them in their studies. These resources remain the property of the Academia International and are only on loan.

These resources may take the form of:

- **Work papers**
- **Class sets of notes**
- **Text books** belonging to the College and for which the student has not paid
(NOTE: all on loan text books received by students must be recorded on the Student Loan Register held at the Administration Office. The Register must be completed with the Student's name, signature and the date of issue and also signed and dated when the books are returned).

Students are required to return the Academia International's property within the time specified by the issuing staff member.

Failure to comply with this policy will result in no certification being issued until all property is returned.

STUDENT EQUIPMENT LIST

- ◆ dictionary
- ◆ calculator
- ◆ red, black, blue biros
- ◆ pencil
- ◆ eraser
- ◆ ruler
- ◆ highlighter
- ◆ writing paper

STUDENT FORMS

The following forms are available to students on Level 4, opposite room 4.5:

- Assignment Coversheet
- Statement Request
- Student Details Form
- Re-Attempt Request Form
- Assessment Appeal
- Application to Defer Studies
- Quality Assurance Opportunity for Improvement Report
- Tax File Application
- Permission to work – Form 157P

CLIENT INFORMATION

INTERNATIONAL STUDENT INFORMATION GUIDE

This section of the student handbook is to assist International Students with adjustment to life and study in Australia. There is additional information linked from Academia International's webpage at www.academia21.com and brochures and information sheets are located in the Student Common Room.

All Staff at Academia International will do their utmost to assist you with becoming familiar with life and study in Australia. The Student Welfare Officer can help if you require assistance with any issue that may arise.

1. ACCOMMODATION

Academia International College will gladly assist in finding suitable accommodation. It cannot however, enter into agreements with Real Estate Agents or householders on your behalf.

1.1. Temporary Accommodation on Arrival

If required, temporary accommodation will be arranged for your arrival usually for a period of 1 week. This would be hotel style accommodation at \$70 - \$100AUD per night.

1.2 Homestay

Homestay involves the student living with an Australian family. Rooms may be single or shared and cost will vary accordingly.

- **FIRST DAY** Host Families take the student and explain the directions to Academia International prior to, or on the first day. Host Families assist with timetables, purchasing tickets, train, tram and bus numbers and stops.
- **ILLNESS** Host families assist the student if medical/dental appointments are required. Students will receive their Health Cover card on average within three weeks of their induction day. Please advise the student they may still go to the doctor (even without their health cover card) keep the receipt, and then claim their expenses once they receive their card.
- **BEDROOM** The student's room is to have a comfortable bed, wardrobe, linen, a desk, desk lamp and a chair. The Homestay family also provides towels. • **MEALS** The Homestay provides three meals a day. Lunch may be a packed, cut lunch consisting of a sandwich, fruit and drink, or other food if the student prefers. The students may prefer to buy their own lunch.
- **TOILETRIES** Students supply their own shampoo and toothpaste. Soap and toilet paper are to be provided by the Homestay. • **LAUNDRY** The Homestay is required to do the washing for the student. The student is responsible for their ironing if they are over eighteen years old. High school students require a clean white shirt each day for school. Linen should be changed once a week.
- **CLEANING** The students are responsible for keeping their rooms clean and tidy.

Cost: approx \$1,000 per 4 weeks (\$250/week) for a single room (non shared).

1.3 Share Accommodation

Advertisements on student noticeboards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost \$80 - \$150AUD per week.

1.4 Rental Accommodation

As with share accommodation, units, flats, single bedsitters and even houses, are available through Real Estate Agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to signing a lease agreement.

Cost: \$150 - \$300AUD per week.

CLIENT INFORMATION

2. CAREER AND EMPLOYMENT

Academia International provides student employment and career counselling services to assist students in job placements. Your Head of Department or the Student Welfare Officer are available by appointment for this purpose.

Academia International will place job advertisements relevant to students on the notice board on level 5 and electronically in the myAcademia student portal. If you find an advertisement of interest apply as described in the advertisement or seek assistance from your Head of Department or Student Welfare Officer.

2.1 Tax file number

A Tax File Number (TFN) is a unique number issued to individuals and organisations to help the Australian Tax Office (ATO) administer tax and other Australian Government systems. It's one of your most important forms of identification in Australia. It's yours for life and keeping it secure is a good defence against identity theft.

While it is not compulsory to quote a TFN without one you may:

- pay more tax than necessary; or
- not be able to get government benefits you are entitled to receive.

A TFN will also help you:

- lodge a tax return
- ask the ATO about your tax affairs
- start or change jobs
- limit the amount of tax you pay on interest or dividends earned if you have savings accounts or investments that earn income.

Your TFN is valuable. Don't share it with friends and don't provide it on the internet when applying for work. Keep it secure

You can apply for a TFN by one of the following methods:

- Apply online by visiting the ATO online at <http://www.ato.gov.au/print.asp?doc=/content/27156.htm>; or
- Through Centrelink or the Department of Veterans' Affairs; or
- Through Academia International

For more information about TFNs, you can visit the website: www.ato.gov.au; or phone 13 28 61 between 8:00am and 6:00 pm, Monday to Friday.

2.2 Permission to work

Students and their family members can apply for permission to work online, by mail or in person.

- Applying online
 1. Ask your education provider to notify the department electronically to confirm that you have started your course.
 2. The charges for lodging an application for permission to work are A\$60.
 3. Complete the online application by clicking the following <http://www.immi.gov.au/e-visa/students.htm>
 4. Your application will take one week to process. You can also check the progress of your application online.
See: <https://www.ecom.immi.gov.au/inquiry/query/query.do?action=evisa>
 5. Visit your nearest Department Office to have your visa labelled in your passport. Remember to bring your passport.

DIAC City Office:

CLIENT INFORMATION

Ground Floor
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000

Counter Hours:
Mon- Fri 9:00 – 16:00 (Wed 9:00 – 13:30)

Postal address
GPO Box 241
Melbourne VIC 3001

- Applying by mail or in person

Step	Action
1	You must have one of the following: * a letter from your Education Provider stating that you have started your course * the front of Form 157P <i>Application for a student visa with permission to work signed</i> and stamped by your education provider. See: you could go to Marketing Office for 157P form or go to http://www.immi.gov.au/allforms/pdf/157p.pdf to download.
2	Check the charges for lodging an application for permission to work. You can pay the application charge by EFTPOS, credit card, money order, or bank cheque made payable to the department.
3	Complete Form 157P: <i>Application for a student visa with permission to work</i>
4	Mail or deliver your application to your nearest departmental office. See: Address above
5	If you apply: in person, you will be told of the outcome when you apply by mail, your application takes 28 days to process Note: There may be delays during busy periods.

CLIENT INFORMATION

3. BANKING

Introduction for International Students

Once you arrive in Australia, you can open a bank account with passport or driving licence. The most common account for day-to-day money management is a current or cheque account (commonly called a transaction account in Australia), which provides ATM access, a cheque book, an EFTPOS card, the facility to pay your regular bills by direct debit, telephone banking and possibly other services, such as an overdraft facility.

Before opening an account, compare banks' charges and fees, interest rates (e.g. on credit cards and deposits) and the services offered by a particular financial institution or account.

Banking and working

If you're planning to work in Australia and are paid fortnightly or monthly, one of your first acts should be to open an account with a bank, building society or credit union. Your salary is usually paid directly into your account by your employer, and your salary statement is either sent to your home address or given to you at work. Employees who are paid weekly or fortnightly are often paid in cash, in which case it's up to you whether you open an account (although it's difficult to manage without one). New arrivals can open an account during their first six weeks in Australia with just a passport.

Banking and bill payments

Most people pay their bills from their current accounts, either by standing order or by cheque. Bills can also usually be paid by telephone by simply quoting your account details. Bank statements are usually issued monthly (optionally quarterly), and interest is normally calculated daily and paid quarterly.

Banking and accounts

All banks, building societies and credit unions provide a range of savings accounts, usually referred to as deposit or investment accounts in Australia, many of which are intended for short or medium-term savings, rather than long-term growth.

Most banks and building societies have two basic types of savings account: instant access and term deposit accounts.

Non-residents are subject to a withholding tax of 10 per cent on the income earned on bank deposits in Australia; this is deducted at source when interest is paid.

Major Banks in Australia

Commonwealth Bank

ANZ

Australia National Bank

Westpac Bank

HSBC

CLIENT INFORMATION

4. EMERGENCY AND HEALTH SERVICES

The following information provides you with an overview of emergency and health services how to find and contacts.

ahm Emergency Service Helpline

If you have Overseas Student Health Cover (OSHC) with Australian Health Management (ahm) you can access the following through ahm's emergency service helpline, available 24 hours a day/7 days a week:

- Emergency Medical assistance
- 24 hour doctor/medical referral
- Travel document assistance
- Message relay service
- Interpreter service

To access the ahm Emergency Service Helpline, call 1800 006 745

4.1 Emergency services

The National telephone number for emergency Police, Ambulance or Fire Service response is “000” [Triple Zero]. From a mobile phone you may need to use the International standard emergency number of “112” [One, One, Two].

The organisations providing emergency services in Victoria, include:

Police Service

The Victoria Police provide a 24-hour police service to the Victorian community. It is recommended that you find the contact details of your local Police station and record these.

You can find your local police station in the White Pages telephone directory or online http://www.police.vic.gov.au/content.asp?Document_ID=7

The Police are located close to Academia International's campus at the Melbourne East Station, which operates 24 hours.
Address: 226 Flinders Lane, Melbourne East, 3000
Phone: (03) 9637 1100

Further information about the Victoria Police service can be found at <http://www.police.vic.gov.au>

- Emergency Police response, dial 000 or 112 from a mobile

Ambulance Service

The Melbourne Metropolitan Ambulance Service delivers emergency care to the people of Melbourne. Information about the service can be found on their website at <http://www.ambulance-vic.com.au>

- Emergency Ambulance response, dial 000 or 112 from a mobile

Fire Service

The Metropolitan Fire and Emergency Services Board [MFB] is a community safety organisation committed to providing world-class protection from fire and other emergencies in Melbourne's major metropolitan area.

Information about the service can be found on their website at <http://www.mfbb.vic.gov.au>

CLIENT INFORMATION

The Country Fire Authority [CFA] is one of the world's largest volunteer-based emergency services. The CFA offers fire and emergency services for those areas not covered by the MFB.

Information about the service can be found at <http://www.cfa.vic.gov.au>

- Emergency Fire Service response, dial 000 or 112 from a mobile

State Emergency Service

The State Emergency Service operates under a different name in each of the States of Australia. In Victoria, the VICSES is a volunteer based organisation responding to emergencies and working to ensure the safety of communities around the state.

VICSES is the lead agency when responding to floods, storms and earthquakes and operates the largest network of road rescue in Australia.

If you need emergency assistance when your property is damaged by flood or storm call “ **132 500** “. Further information, including other languages can be found on their website at <http://www.ses.vic.gov.au>

4.2 HEALTH SERVICES

4.2.1 The Australian health system

The Australian health system is widely regarded as being world-class, in terms of both its effectiveness and efficiency. The system is a mixture of public and private sector health service providers and a range of funding and regulatory mechanisms:

- The Australian government with the primary role of developing broad national policies, regulation and funding.
- State and Territory and Local governments who are primarily responsible for the delivery and management of public health services and for maintaining direct relationships with most health care providers, including regulation of health professionals and private hospitals.
- Private practitioners including general practitioners, specialists and consultant physicians.
- Profit and non-profit organisations and voluntary agencies.

The Australian Government's funding includes three major national subsidy schemes, Medicare, the Pharmaceutical Benefits Scheme and the 30% Private Health Insurance Rebate.

Medicare and the Pharmaceutical Benefits Scheme cover all Australians and subsidise their payments for private medical services and for a high proportion of prescription medicines. Under Medicare, the Australian and State governments also jointly fund public hospital services so they are provided free of charge to people who choose to be treated as public patients. Australian Government funding of the 30% Rebate and other key incentives support people's choice to take up and retain private health insurance.

People make their contribution to the health care system through taxes and the Medicare levy based on their income, and through private financing such as private health insurance.

The aim of the national health care funding system is to give all Australians, regardless of their personal circumstances, access to health care at an affordable cost or at no cost, while allowing choice for individuals through substantial private sector involvement in delivery and financing.

Health care costs in Australia are comparable to costs in other developed countries. Anyone who may need to, or intends to, receive medical treatment during their stay in Australia, should make sure that he or she is able to pay the cost or that he or she is covered by adequate health insurance.

CLIENT INFORMATION

Foreign students studying in Australia are generally required to have health insurance cover and take out Overseas Student Health Cover (OSHC). OSHC is a special low-cost health insurance offered by a number of firms specifically for overseas students studying in Australia. This includes students from countries with which Australia has a Reciprocal Health Care Agreement, since students are not covered by the Agreements. Swedish and Norwegian students are not required to have OSHC, provided they and their dependents hold appropriate health insurance from their own country.

Students should buy OSHC before they come to Australia to cover them from when they arrive. Students will also need to maintain OSHC throughout their stay in Australia.

Further information regarding OSHC requirements can be found on the Immigration Departments' website at www.immi.gov.au

4.2.2 Doctors/Medical clinics, Public Hospitals, Private Hospitals

It is a good idea to have your own Doctor (General Practitioner GP). Your GP will assist with general health issues and refer you on to specialist doctors or hospitals if necessary.

To find a Doctor or Medical Clinic local to you, look in the Yellow Pages or online at the Victorian Government website Better Health Channel <http://www.betterhealth.vic.gov.au> then click on Health Services and search for a General Practitioner.

To find a Public hospital in your location, look in the White Pages telephone directory or use the Department of Human Services website to locate at <https://www.healthcollect.vic.gov.au/directories/Metrohos.htm>

To find a Private hospital in your location, look in the White Pages telephone directory or use the Department of Human Services website to locate at <http://www.health.vic.gov.au/privatehospitals/private.htm>

Government Services

NURSE-ON-CALL is a telephone health line, providing Victorians with immediate, expert health information and advice 24 hours a day, 7 days a week.

Call **1300 60 60 24** for the cost of a local call from anywhere in Victoria. (Calls from mobile phones may be charged at a higher rate.)

You can find out more about the NURSE-ON-CALL service online at <http://www.health.vic.gov.au/nurseoncall/index.htm>

The Better Health Channel (BHC) was established in May 1999 by the Victorian (Australia) Government. The information on the site aims to help improve the health and wellbeing of the Victorian community. The website provides online health and medical information that is:

- Quality assured
- Reliable
- Up-to-date
- Easy to understand
- Locally relevant

You can access the Better Health Channel online at <http://www.betterhealth.vic.gov.au>

CLIENT INFORMATION

5. LEGAL SERVICES

How Australian Law works:

The Constitution¹

The Constitution provides for a federal system of Government, with powers distributed between a national Government (the Australian Government), and state and territory governments.

The Commonwealth of Australia on three different branches of Government established by the *Constitution* as follows:

- The Parliament, which consists of the Queen, the Senate and the House of Representatives.
- The Executive. All executive power is vested in the Queen and is exercisable by the Governor-General, as the Queen's representative, acting on the advice of the Federal Executive Council.
- The Judicature. Judicial power is vested in the High Court of Australia, various federal courts created by the Parliament, and State and Territory courts which have been invested with federal jurisdiction.

Legislative power is the power to make laws. Executive power is the power to administer laws and carry out the business of Government through bodies such as Government departments, statutory authorities and the defence forces. Judicial power is the power exercised by courts in interpreting and applying the law.

The Constitutional Policy Unit of the Attorney-General's Department provides assistance and advice on matters of constitutional policy development and litigation.

5.1 The Australian legal system¹

In Australia, the law consists of:

- Acts passed by the Federal Parliament acting within the scope of its powers under the Australian Constitution, and delegated or subordinate legislation made under those Acts.
- Ordinances made for the Territories, and delegated or subordinate legislation made under those Ordinances.
- Acts passed by State Parliaments and the Legislative Assemblies of the Northern Territory, the Australian Capital Territory and Norfolk Island, and delegated or subordinate legislation made under those Acts.
- The common or statute law of England that was received and which remains unchanged.
- The Australian common law, which developed from the English common law and is interpreted and modified by the Courts.

5.2 Legal Services²

For many people, the thought that they may require a legal service or face a court appearance creates enormous anxiety.

Many problems can be addressed with some preliminary legal advice; often, issues that appear to be legal problems don't actually have a legal basis. In these circumstances, a solicitor can give some hints on how to deal with the problem and refer or steer you in the appropriate direction.

There are services available in Victoria providing low cost or free legal advice for people on a low income and other services that provide or arrange case work assistance for individuals and organisations.

The Student Welfare Officer has a directory of low cost, free and Pro Bono legal service providers available in the state of Victoria, giving advice about the eligibility criteria and application details where they exist. This document can also be found on our website at www.academia21.com. Some legal areas where the Student Welfare Officer can assist include (but not limited to):

- Visa matters
- Accommodation matters; assist with your legal rights

¹ Source: Australian Public Service Commission <http://www.apsc.gov.au>

² Source: Law Help from Victorian Law Foundation <http://www.victorialaw.org.au>

CLIENT INFORMATION

- Work rights; including taxation and superannuation
- Consumer rights; problems with purchase of goods and services
- Law problems; if you get into trouble with the law

If you would like to find legal service providers or further information yourself, the following websites will assist.

5.3 Legal Information

Australian Law Online

www.law.gov.au/wotl.html

Attorney-General's Department, links to Commonwealth, State and Territory government legal information

Australasian Legal Information Institute (AustLII)

Cases, legislation and legal links

www.austlii.edu.au/

Law For You

www.lawforyou.com.au

Legalonline

Department of Justice, Victoria, provides Victorian Law Online

www.legalonline.vic.gov.au

Legal Advice

Dial-a-Law

Victoria's key solicitor association, The Law Institute of Victoria, provides a library of pre-recorded legal information.

Telephone 9607 9311

www.liv.asn.au/public/rights

Community Legal Centres

Provide free legal information, advice and some advocacy.

www.austlii.edu.au/au/other/clc/

Finding a lawyer

The Law Society or Institute representing lawyers in your state may be able to assist you in finding a lawyer.

www.lawcouncil.asn.au/links.html

5.4 Migration Law

If you wish to seek immigration assistance, this person must be a Registered Migration Agent. There is a register of Migration Agents available on the Migration Agents Registration Authority website at

<http://www.themara.com.au>

Academia International recommends the services of:

Bentleys Migration Law / Agents

Constantine Stamopoulos

Agent # : 0318065

386 Victoria Parade

East Melbourne 3002

<http://www.bentleymigration.com.au>

Notes: No charge first consultation, Advice Hotline for Academia International students: **03 9419 6066**

It would be beneficial for all students to see Bentleys Migration Law / Agents, at no charge, to receive a checklist for Permanent Residence visa applications. This should be obtained during your course of study to avoid any delays or possible inability to make a valid visa application after completing your course.

CLIENT INFORMATION

6. PUBLIC TRANSPORTATION

Victoria has an extensive public transport network consisting of train, tram and bus services. Public transport is a safe, reliable, cost-effective and environmentally friendly way of travel.

Metlinks is a partnership of Melbourne's train, tram and bus operators. Metlink is the face of public transport in Melbourne.

The types of public transport available include:

Metropolitan train network

The State Government has a contract with Connex, to operate train services on the metropolitan suburban network.

Metropolitan tram network

The State Government has a contract with Yarra Trams to provide tram services in Melbourne.

Metropolitan bus network

Bus services throughout Melbourne's metropolitan area are provided by more than 20 privately owned operators. Services range from short routes which link into other public transport modes or those servicing local shopping centres, major routes across suburbs or to the CBD.

NightRider after midnight bus service

NightRider is a bus service that provides a safe, cheap alternative for late night travel on the weekends. Buses travel along nine major routes from the city to Melbourne's outer suburbs, departing every hour between 12.30am and 4.30am on Saturday and Sunday mornings.

Regional Train and Bus services

The V/Line Passenger Corporation is a Government statutory authority operating regional trains and intertown bus coach services.

You can find out more about Metlink's services, timetables, etc online at <http://www.metlinkmelbourne.com.au>

As part of the induction and orientation program, the Metlink fares and information guide is supplied to students. This guide details how the Metlink system works and provides up-to-date fare information and pricing.

CLIENT INFORMATION

MY INFORMATION

Name:----- Student No -----

Class Name:----- Class Days:-----

Due dates, fees -----

Due dates, assessments-----

CONTACTS

Name ----- Name-----

Phone----- Phone -----

eMail ----- eMail-----

Name ----- Name-----

Phone----- Phone -----

eMail ----- eMail-----

Name ----- Name-----

Phone----- Phone -----

eMail ----- eMail-----

Name ----- Name-----

Phone----- Phone -----

eMail ----- eMail-----

