



SACRED HEART
INTERNATIONAL COLLEGE

RTO N°: 45168 CRICOS N°: 03606A



SACRED HEART INTERNATIONAL COLLEGE **STUDENT HANDBOOK**

WELCOME TO SHIC!

STUDYING THROUGH SHIC

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER



Australian Government

Australian Skills Quality Authority

ASQA

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

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

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

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



A Letter from the CEO

A warm welcome to Sacred Heart International College, where learning goes beyond textbooks, and each day is an opportunity to create a legacy of academic brilliance and cherished memories. At Sacred Heart, we believe education is not just a destination; it's a lifelong journey that extends beyond the classroom. Our commitment is not only to impart academic excellence but to nurture well-rounded individuals who embrace curiosity and innovation in every aspect of their lives. While academic proficiency is irreplaceable, in this day and age it's just not enough. To ensure our alumni have the competitive edge when out in the corporate world, we instill inquisitiveness so they can question everything and work towards making it better.

In today's competitive world, we understand that success requires more than just academic proficiency. That's why we encourage you to question, explore, and envision a future where your ideas make a difference. Our curriculum is designed to inspire and motivate, ensuring that you not only excel in your studies but also develop a mindset that thrives in the corporate world.

Motivation is our driving force, and we believe that motivated students become the architects of their success. Our goal is to instill in you the passion to innovate, so that you approach challenges with enthusiasm and transform them into stepping stones to greatness. As you step through our doors, rest assured that you are entering a community that values educational excellence and is dedicated to preparing you for a successful future. Join us in creating an environment where curiosity is celebrated, innovation is encouraged, and the pursuit of knowledge knows no bounds.

As you step through our doors, rest assured that you are entering a community that values educational excellence and is dedicated to preparing you for a successful future. Join us in creating an environment where curiosity is celebrated, innovation is encouraged, and the pursuit of knowledge knows no bounds.

I invite each one of you to be a part of the Sacred Heart family, where your journey towards success begins. Together, let's shape a future filled with endless possibilities.

Warm regards,

Bhallinder Singh

Chief Executive Officer

Sacred Heart International College stands as a dynamic and all-encompassing educational institution, unwavering in its commitment to establishing itself as the epitome of excellence. With a steadfast focus on fostering intellect, nurturing creativity, and shaping character, the college is dedicated to creating a vibrant and participatory student learning community. Through continuous efforts and a learner-centered approach, Sacred Heart International College strives to set new standards for educational brilliance, ensuring a comprehensive and enriching experience for all its students

MISSION:

The mission of Sacred Heart International College is to educate and develop you as a professional. We are dedicated to providing a transformative educational experience that goes beyond textbooks, fostering curiosity, critical thinking, and a passion for innovation. At SHIC, we strive to empower our students to excel academically and cultivate the skills needed to thrive in the dynamic world, ensuring they graduate as well-rounded individuals ready for success in their professional endeavors.

VISION:

Our Vision at Sacred Heart International College is to be a beacon of excellence in education, inspiring a generation of forward-thinking professionals who lead with integrity, creativity, and a commitment to positive change. We envision a dynamic learning environment that fosters innovation, embraces diversity, and cultivates a community of lifelong learners. Through visionary leadership and a dedication to excellence, we aim to empower our students to make meaningful contributions to society and navigate the challenges of the future with confidence and resilience. Together, we aspire to create a legacy of success that transcends borders and transforms lives.



OUR CORE VALUES

DIVERSITY AND INCLUSIVITY

We embrace and celebrate diversity as a fundamental strength. We believe in fostering an inclusive environment that respects and values the unique perspectives, cultures, and backgrounds of our students and staff. By promoting diversity, we enrich the educational experience, encouraging open-mindedness, and preparing our community for a globalized world.

ACADEMIC EXCELLENCE

We embrace and celebrate diversity as a fundamental strength. We believe in fostering an inclusive environment that respects and values the unique perspectives, cultures, and backgrounds of our students and staff. By promoting diversity, we enrich the educational experience, encouraging open-mindedness, and preparing our community for a globalized world.

GLOBAL CITIZENSHIP

Recognizing the interconnectedness of the world, we instill in our students a sense of global citizenship. Through a comprehensive curriculum and diverse extracurricular activities, we aim to develop students who are socially responsible, culturally aware, and equipped to contribute positively to local and global communities.

STUDENT-CENTRIC APPROACH

The well-being and success of our students are at the forefront of our mission. We are dedicated to providing a supportive and nurturing environment that facilitates holistic development. Our international college in Australia prioritizes personalized attention, mentorship programs, and resources that empower students to reach their full potential academically, personally, and professionally.

SUSTAINABILITY AND ENVIRONMENTAL RESPONSIBILITY

As stewards of the future, we recognize the importance of sustainability and environmental responsibility. Our international college in Australia is committed to implementing eco-friendly practices, promoting environmental awareness, and integrating sustainability principles into our curriculum. By fostering a sense of environmental stewardship, we aim to graduate students who are conscious of their impact on the planet and are equipped to contribute to a sustainable future.

CAMPUS LOCATION



**The campus is situated in the intersection of two famous streets:
Swanston St. and Bourke St.**

The campus entrance is via Swanston St. and offers a friendly learning environment.

Sacred Heart International College's Campus is located in the heart of Melbourne CBD and close to Flinders St. Station and public transport.

The campus will be the model of a diverse, civil, involved, and ethical community in which civic responsibility, intellectual activity, and cultural expression are taken seriously.

The building is situated close to main shopping centre, banks, doctors & dentists, food-courts, and libraries of Melbourne.

Affirming and building upon its heritage, Sacred Heart International College will become the recognized leader in transformative education of the whole person through engaged learning, community participation, and the development of ethical leaders.



The campus is only a 5-Minute walk to Flinders Station!

INTEGRITY

All policies and procedures of the college represent fair, responsible, ethical practices and behaviors to ensure standards of excellence.

INNOVATION

The college promotes creative actions that result in the expedient development of educational programs and workforce solutions for the communities we serve.

GROWTH

The college continuously strives to expand accessibility to the institution by increasing enrolment and enhancing educational offerings, campus facilities and fiscal & human resources.

ACCOUNTABILITY

The college is accountable for strategies and actions that produce measurable outcomes. Data-driven decision making is a standard in the planning process, with special emphasis on strategies that result in enhanced effectiveness.

SACRED HEART INTERNATIONAL COLLEGE IS WORKING TOWARDS BEING THE WORLD LEADER IN THE INTEGRATION OF



Leadership in service and outreach



Advancement of the knowledge base



Teaching and Learning

In Sacred Heart International College, we embrace a unique blend of values directed at achieving the highest standards of the society



COMPUTING FACILITIES:

- Students have internet access.
- MS Office, Word, Excel and Powerpoint for assignments and presentations in the class.
- Printer is available to the student for printing.
- Data projectors are used to enhance the quality of training.
- Access to student lounge
- Climate control premises
- Friendly, approachable and qualified staff
- Multicultural environment.

RESOURCES:

Resource centre access for the students to read books



AUSTRALIA

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

AUSTRALIA WELCOMES OVERSEAS STUDENTS

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to Australia's research capability.
- Develop cultural, educational and economic links between
- Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

DID YOU KNOW?

31.7% of the population of Sydney were born overseas!

**Census of Population and Housing*

AUSTRALIA hasn't been in recession since 1981!*

ENTERTAINMENT

The Campuses offer surroundings suitable for social, shopping and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

TRAVEL

During term breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty - national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness

HEALTH CARE

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to doctors, hospitals and other health care services.

People who pay extra into a private health insurance fund receive certain privileges when they use private health care services, as well as the usual services available in just about any Australian suburb or town. Most Australian institutions also provide special health care services and advice for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.



FOOD

Australia has a fantastic variety of food.

Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the 'FOOD' that you are used to at home. You can sample almost every type of cuisine available throughout the world in restaurants. There are elegant restaurants or typical Aussie pubs.

Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'

**www.theguardian.com*



TELEPHONES

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$AUD5, \$AUD10, \$AUD20 and \$AUD50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

TRANSPORT

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, trams, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at news agencies.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself. Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.



TRANSPORT

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help, as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

MELBOURNE

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River, around Port Phillip Bay with its beautiful beaches and water sports facilities.

Melbourne is a world-renowned cultural, artistic, financial and communication centre served by an international airport, passenger seaport and rail links to neighbouring States. Melbourne, ranked as the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

DID YOU KNOW?

In 1880, Melbourne was the richest city in the world!

*www.reddit.com



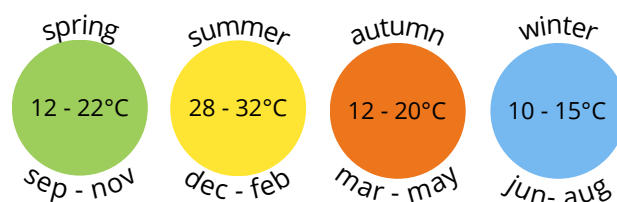
The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city. The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay. The city centre features world class department stores, historical, architecture, theatres, galleries and arts centres. Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well-served by a public transport network of buses, trains and trams.

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

CLIMATE

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year. Here is a guide to the average daily temperatures.



INTERNATIONAL SPORTINGS EVENTS

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic



Contact Information



SHIC Main Contact Details

Level 3, 271-281 Bourke Street, Melbourne, VIC 3000
Opening hours – 9:00 AM – 6:00 PM (Monday– Sunday)

CEO: 24Hrs Emergency Contact

Bhallinder Singh
bhallinder@shic.vic.edu.au | 0411356306

Student Support Officer

Chirag Bhandari
reception@shic.vic.edu.au | 0394538330

Emergency Telephone Numbers

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881
808 Bourke St, Docklands VIC 3008
(Entry via a pre-arranged appointment only)

Local Medical Centres:

Victoria Harbour Medical Centre
850 CollinsSt, Merchant St, Docklands VIC 3008

Melbourne City Medical Centre
68 Lonsdale St, Melbourne VIC 3000

Collins Street Medical Centre
7/267 Collins St, Melbourne VIC 3000

Transport:

All the information regarding local transport can be accessed at <https://www.ptv.vic.gov.au/>

Public Facilities: ATM'S

Precinct ATM Paramount Centre 108 Bourke St, Melbourne VIC 3000

Precinct ATM CollinsSt
470 Collins St, Melbourne VIC 3000

Precinct ATM Qv CentreMelbourne
194-198 Lonsdale St, Melbourne VIC 3000

Post Offices

Australia Post - Melbourne GPO: 260 Elizabeth St, Melbourne VIC 3000

Australia Post: Shop 8/271 Collins St, Melbourne VIC 3000

Australia Post: Ground Floor, 277 William St, Melbourne VIC 3000



EDUCATION AGENTS

SHIC uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site: <https://www.shic.vic.edu.au/agent-list/>

SELECTION AND ENROLMENT

SHIC accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. Students can apply online or download the enrolment form from the SHIC's website. Prospective students can also visit the registered agents of SHIC and or SHIC head office to get a hard copy of the form.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, signed and filled form can be sent to apply@shic.vic.edu.au for processing along with a non-refundable enrolment fee of \$250. You will be contacted within 10 business days to let you know the status of your enrolment and to confirm your details.

As part of the entry requirements you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

UNIQUE STUDENT IDENTIFIER (USI)

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

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

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

SHIC can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Creditor RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, SHIC will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

SHIC has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning. These charges are mentioned in course outline and Written agreement you sign with SHIC

For more information about submitting an application for RPL, contact SHIC's admin team.



VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

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

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at SHIC and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

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

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

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

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by SHIC at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane.

If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

At the Airport

Australian Immigration

When you arrive into any Australian airport, you must present to Australian Immigration your passport, passenger card (usually given to you on the flight before landing) and student visa evidence. When you have completed the entry stamping, you will then move to baggage claim to retrieve your checked-in bags (luggage).

Australian Customs and Quarantine

Australia is one of the countries that has strict quarantine laws and tough on-the-spot fines. Every piece of luggage could be screened, and it is mandatory to declare certain goods that you may be carrying. If you fail to declare or dispose of any quarantine items, or make a false declaration, in addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened. For more information about goods that are not allowed, please visit this website.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). The Department of Immigration and Border Patrol (DIBP) could use quarantine detector dogs to check through baggage for food, plant material or animal products.

Documents

You should prepare a folder with your official documents to carry with you to Australia, including:

- valid passport with student visa copy
- offer letter from Acknowledge Education
- Confirmation of Enrolment (eCOE) issued by Acknowledge Education
- OSHC (Overseas Student Health Cover) policy
- receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- original or certified copies of your academic transcripts and qualifications
- other personal identification documents, e.g. birth certificate, ID card, driver's licence
- medical records and/or prescriptions.



Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting
<http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<https://flatmates.com.au/>

<https://iglu.com.au/melbourne/>

There are a range of long-term accommodation options for international students:

Private Rental

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

Share House

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

Boarding or Home Stay

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

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

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

<https://www.consumer.vic.gov.au/housing/renting>

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details, visit www.immi.gov.au

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

Typical childcare costs in Melbourne are as follows:

- Centre-based childcare AUD\$120 to AUD\$140 per day
- Family day care AUD \$10 to AUD\$12 per hour
- Nannies AUD\$30 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$480 to AUD\$520 per week

Find out more at: <https://www.vic.gov.au/costs-child-care>

The approximate school fees range for international students who wish to study in Australian schools for primary and secondary education is:

- Preschool: \$4,200
- Primary school (Years K-6): \$11,100
- High school (Years 7-10): \$14,500
- College (Years 11-12): \$16,200

To find out more about application processes and costs go to:

<https://www.study.vic.gov.au/en/international-student-program/school-fees/Pages/default.aspx>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name, address, and telephone number.

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

Fire

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

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.



Medical Assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking.

For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical Center.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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

Australian Health Management OSHC
www.ahmoshc.com

BUPA Australia
www.overseasstudenthealth.com

Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

OSHC Worldcare
www.oshcworldcare.com.au

NIB OSHC
www.nib.com.au/home/newtonib/overseasstudents

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

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

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



LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

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

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

The following web site includes information about average living costs in Australia:

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

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia.

You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

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

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holders can work up to 48 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work.

Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

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

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at: www.fairwork.gov.au



YOUR SAFETY

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

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

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

CLOTHING

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

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

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>



INTERNATIONAL STUDENTS UNDER 18

SHIC does not enroll the students under the age of 18.

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- Legal, emergency and health services
- Safety and awareness relevant to life in Australia
- Information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.



Student Rights

All students have the right to:

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

Student Responsibilities

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

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to SHIC in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify SHIC if any difficulties arise as part of their involvement in the program.
- Notify SHIC if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.



COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by SHIC focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Generally, our courses may involve classes, workplace component, homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

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

At this time you will:

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

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

Submitting your assessments

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

Assessments can be submitted directly to the trainer/assessor.

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

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions.

Written and theoretical tasks will be assessed within 2 weeks of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.

Students have up to two free attempts per assessment task where they have submitted the assessment for the task before the due date. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.



Where a student exhausts their two free re-assessment attempts or did not submit the assessment, the student will be required to pay the re-assessment fees (\$300/per unit) and be given the opportunity to resubmit/re-attempt the task. There will be only one paid reassessment attempt and if the student is unsuccessful, they will be required to re-enroll in the unit or module. Students will receive detailed feedback for each task either in written or verbal form from their assessor.

Reasonable adjustment in assessment

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

Reasonable adjustment can involve:

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

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

Appealing assessment decisions

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

WORK PLACEMENT ARRANGEMENTS

Under the course details for SIT30821, SIT40522, and SIT50422, it's important to note that for Unit SITHCCC043 'Work effectively as a cook,' the course structure encompasses a comprehensive series of 48 shifts, totalling 192 hours of valuable workplace training which is provided to the students.



STUDENT PLAGIARISM, CHEATING AND COLLUSION

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

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

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



SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact your trainer or Admin staff to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. SHIC does not charge for such referrals to the provider.

Please contact the Student Support Officer at below details to enquire about welfare services we can offer:

Contact: 0394538330

Email: sso@shic.vic.edu.au

The CEO (Bhallinder Singh) is available 24 hours in case of emergency at 0411356306.



EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, SHIC provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

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

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full-time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.



Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

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

Reading and Writing Hotline	1300 655 506	http://www.literacyline.edu.au/index.html	National	Literacy support	Advice and referral to one of 1200 providers of courses in adult literacy and numeracy
Lifeline	13 11 14	https://www.lifeline.org.au/	National	Counselling	Provide telephone counselling support and information about other reliable counselling and support services available
Reach Out	(03) 9894 1966	www.reachout.com.au	National	Counselling	ReachOut.com is an internet service for young people that provides information, support and resources about mental health issues and enable them to develop resilience, increase coping skills, and facilitate help-seeking behaviour
Healthdirect Australia	1800 022 222	https://www.healthdirect.gov.au/	National	Medical services	Symptom checks and information about medicines
MindSpot	1800 614 434	https://mindspot.org.au/	National	Counselling	Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.
My Future	N/A	https://www.myfuture.edu.au	National	Career advisory	Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:
Rape & Domestic Violence Services Australia	1800 737 732 (1800 RESPECT)	https://www.1800respect.org.au/	National	Counselling	A range of support services are available for people who have experienced sexual assault, domestic or family violence.
Tenants Union of Victoria	(03) 9416 2577	www.tuv.org.au	VIC	Legal support	Tenants Victoria (formerly Tenants Union of Victoria) promotes and protects the rights of tenants and residents in most types of rented homes across Victoria, Australia. We inform, educate and assist individuals to use their tenancy rights. We also push for better laws, policies and practices to improve conditions for all renters.

City of Melbourne Multicultural Services	(03) 9658 9658	http://www.melbourne.vic.gov.au/community/health-support-services/multicultural-services/Pages/multicultural-services.aspx	VIC	Settlement support	Melbourne City (council) website with information relating to translation services, multicultural Hub, Multicultural communities and specific information for International students.
Study Melbourne Student Centre	1800 056 449	https://www.study-melbourne.vic.gov.au/about-study-melbourne/programs-and-services/study-melbourne-student-centre	VIC	Career advisory	Study Melbourne is a Victorian Government initiative providing support and information to this community of international students. Year-round program of free events.
Legal Aid Victoria	1800 677 402	http://www.legalaid.vic.gov.au	VIC	Legal support	Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.
Disability Rights Victoria	1800 462 480	https://www.humanrightscommission.vic.gov.au/human-rights/disability-rights	VIC	Settlement support	Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.
Alcoholics Anonymous	1300 222 222	aa.org.au	VIC	Alcoholism	Offer resources for individuals seeking help with alcohol addiction or for those who want to learn more about the organization.
RENT/Lease/Buy		www.gumtree.com.au	VIC	Accommodation	Help in getting houses or accommodation on lease/rent
		www.domain.com.au www.Realestate.com.au	VIC		
Asthma Australia	1800 278 462	asthma.org.au	VIC	Asthmatic ailments	Give support and plan to asthmatic Patients
Abortion Grief Australia	1300 139 313	abortiongrief.asn.au	VIC	Abortion and Grief	They provide helpline to all aborting women
Crime Stoppers Victoria	1800 333 000	crimestoppers.com.au	VIC	Crime Stoppers	Crime Stoppers is the nation's most trusted information receiving service for people wanting to share what they know about unsolved crimes and suspicious activity without saying who they are.
Beyond Blue		www.beyondblue.org.au	VIC	Depression or Mental health	Get support on all mental Health
Department of Home affairs	131 881	www.homeaffairs.gov.au		Visa	Any type of Visas and immigration help
Drug addiction: Narcotics Anonymous	1300 652 820	www.na.org.au	VIC	Drug addiction	Help giving support to People who gets addicted with drugs
eczema association australasia	1300 300 182	www.eczema.org.au	VIC	Eczema	The Eczema Association of Australasia Inc supports and educates Eczema sufferers and carers, along with the wider community, in all aspects of Eczema and its impact.
Epilepsy Action Australia	03 9856 7090	www.epilepsy.org.au	VIC	Epilepsy	Our highly skilled Nurse Educators and Service Consultants assist you to adjust to a life with epilepsy.
Health Direct	1800 022 222	www.healthdirect.gov.au	National	Hepatitis C	They are providing quality, approved health information and advice

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

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

SHIC will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. SHIC uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the SHIC authorized staff will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

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

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

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where SHIC is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

CHANGE IN VISA STATUS

Deferment, suspension, or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, SHIC will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

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

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

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

SHIC will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

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

Your feedback

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

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

ACCESS TO YOUR RECORDS

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

If you want to access or obtain a copy of records, you must make a request in writing to the Course coordinator using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that SHIC holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.



NOTIFYING CHANGES

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

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

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

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.education.gov.au/esos-framework>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

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

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.

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

Harassment, victimisation or bullying

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

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

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

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

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

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

Equal opportunity

The principles and practices adopted by SHIC aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SHIC.

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

SHIC provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

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



Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organizations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to:
<http://www.usi.gov.au/About/Pages/default.aspx>

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

SHIC reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where SHIC is not permitted to do so by law.

SHIC must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

PRIVACY POLICY

In collecting your personal information SHIC will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at SHIC website and also can be requested from SHIC staff and at office.



Fees and Refunds Policy

1. Protection of fees paid in advance.

- SHIC protects the fees that are paid in advance by both domestic and international students.
- For domestic students, fee protection is ensured through:
 - SHIC does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
 - SHIC holds current membership of a Tuition Assurance Scheme approved by ASQA. If SHIC is unable to provide services for which a student has prepaid, the student: will be placed into an equivalent course such that the new location is geographically close to where the student had enrolled with SHIC and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered above the \$1500.
- For international students, fee protection is ensured as follows:
 - SHIC pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that in such circumstances international students are provided with either an alternative suitable course with another education provider or a refund of their unspent tuition fees.
 - In accordance with Section 27 of the ESOS Act, 2000 (Cth), SHIC does not require international students to pay more than 50% of their course fees prior to course commencement. Note, however, that where a course is less than 25 weeks, SHIC may require students to pay the full cost of the course prior to course commencement.
- Students and their sponsors can choose to pay more than 50 per cent of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favorable exchange rates or have the convenience of only paying once. Further information on the Tuition Protection Service can be accessed at: <https://tps.gov.au/StaticContent/Get/StudentInformation>
 - All tuition fees paid in advance will be held in a separate bank account that can only be drawn down once the student has commenced their course. For the purposes of this policy, this bank account will be referred to as the trust account. These tuition fees are held in the trust account, separate from the day-to-day operating bank account, so that if a refund is payable before a student commences, a refund can be made in a timely way without impacting the financial operations of the business or recourse to the fee protection measures in place. The trust account is maintained with an Australian owned ADI (authorised deposit taking institution).
 - SHIC will ensure all fees received for international students are paid into this account within five days of receiving the funds.
 - SHIC ensures that, at all times, there is a sufficient amount in the trust account to repay all tuition fees paid in advance to every international student or incoming international student in respect of whom it has received tuition fees for; and who have not yet begun the course for which has been paid.

- Before withdrawal from this trust account, SHIC will do a review of the trust account where the account balance will be matched with the total prepaid tuition fees balance for the students who have not yet started on Wisenet and further matched with PRISMS & accounting software Reckon. CEO will authorize the withdrawal and ensure that the total balance is not less than the total fees to be protected.
- SHIC will only draw down from the trust account if:
 - A refund needs to be made for tuition fees paid in advance
 - SHIC has arranged for a student to be offered a place in an alternative course at its own expense and the amount is withdrawn to pay the alternative provider that students fees.
 - The amount is withdrawn to pay the TPS Director.

2. Fees and refund information

- SHIC cannot guarantee that students will successfully complete the course in which they enroll, regardless of whether all tuition fees have been paid or not.
- A full refund will apply to any deposits paid where a student cancels their enrolment within the cooling off period of 10 business days from any direct approach marketing or sales.
- Fees information relevant to each course is outlined in detail on the Student Agreement and summarised on the Course Outline. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment and course commencement.
- The Student Agreement and the Student Handbook which are provided prior to enrolment includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Fee information provided to domestic and international students includes:
 - All course fees and payment schedules for when those fees will be due.
 - Any additional charges that may apply and the circumstances in which they apply.
 - These fees and refunds policy.

Where tuition fees are required to change due to unforeseen circumstances, SHIC will advise students in writing of the reasons and allow students to receive a full refund of unused tuition fees where a revised payment agreement with the student cannot be reached for the additional fees

3. Written agreements for international students

- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. For international students, the written agreement also specifies:
 - Upfront payment options including that:
 - SHIC does not require international students to pay more than 50% of the course upfront where the course is 25 weeks or more in duration, however, may require it for courses that are shorter than 25 weeks.
 - International students (or the person paying fees on their behalf) may choose to pay more than 50% tuition fees before their course commences.
 - Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule.



- All tuition fees payable by the student for the course and, the periods to which those tuition fees relate.
- Details of any non-tuition fees the student may incur, including fees that may be incurred because of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- Advise on the potential for changes to fees over the duration of a course.
- A statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.
- Refund requirements that apply if the student defaults in relation to a course at a location.
- Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of SHIC).
- Processes for claiming a refund.
- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement, consistent with the ESOS Act.
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.

4. Course fee inclusions

- The Student Agreement and Fees and Refund Policy (part of the written agreement) will clearly itemise all course fees, including both tuition and non-tuition fees as they apply to the individual student enrolment offer.
- Tuition fees payable to SHIC include:
 - All of the education, training and assessment services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).
- Tuition fees may also include (where relevant):
 - RPL Fees (application and per unit costs).
 - An upfront deposit amount required to be paid prior to commencing.
- Non-tuition fees will be specified in Student Agreement which may be payable to SHIC in some circumstances/as applicable and which may include:
 - Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
 - Administration fees of \$250 will be charged for all deferrals, internal or external change of course/s, suspensions and for any variations to be made to enrolment including making variations to COE.
 - Fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Enrolment Fees & Administration fees are Non-refundable.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.



- Non-tuition fees are generally not refundable, unless special circumstances apply beyond the student's control and/or products or services have not been provided.
- Fees payable to SHIC do not include:
 - Personal computers, cameras or personal devices that might be needed to complete coursework.
 - Uniform (if required for placement)
 - Stationery such as paper and pens.
 - Airport pick ups/transport.
 - Excursions (unless stated on the Course Outline)
 - Living expenses (guidance about indicative costs is in the International Student Handbook).
- Re-assessment Fees
 - Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions.
 - Written and theoretical tasks will be assessed within 2 weeks of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.
 - Students have up to two free attempts per assessment task where they have submitted the assessment for the task before the due date. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.
 - Where a student exhausts their two free re-assessment attempts or did not submit the assessment, the student will be required to pay the re-assessment fees (\$300/per unit) and be given the opportunity to resubmit/re-attempt the task. There will be only one paid reassessment attempt and if the student is unsuccessful, they will be required to re-enroll in the unit or module. Students will receive detailed feedback for each task either in written or verbal form from their assessor.

5. Payments

- Payments can be accepted by customise as applicable electronic transfer (EFT), direct debit, credit card .
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- SHIC reserves the right to suspend the provision of courses and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees on time will receive warnings and reminders regarding non-payment of fees and thereafter will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least two years after the person ceases to be an active student.



6. Refunds - Provider Default (e.g. postponed or cancelled courses)

- Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who are withdrawing and have not completed a Withdrawal Form are not eligible for consideration of a refund.
- Applications will be considered in accordance with the refund circumstances outlined below. The outcome of the refund assessment will be provided in writing to the student's registered address within 4 weeks, outlining the decision and reasons for the decision along with any applicable refund or adjustment note.
- Refunds will be paid to the student or another person where this is specified in the student's written agreement.
- Refund decisions can be appealed following our Complaints and Appeals Policy.

7. Refunds due to an International Student's Visa Refusal (student default)

Reference	Circumstance	Refund entitlement and calculation
7A	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> • The student's failure to start the course at the location on the agreed starting day. • The student's withdrawal from the course at that location on or before the agreed starting day. <p>And: the written agreement meets the requirements of clause 3 of this policy (see 12A)</p> <p>This remains applicable in the instance that SHIC is no longer a registered CRICOS provider.</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and Section 9 of the ESOS Education Services for Overseas Students Calculation of Refund Specification 2014)</p> <p>The total course fees received minus the lesser of the following amounts:</p> <p>a) 5% of tuition fees initially received by the provider in respect of the student before the default day or \$500 whichever is less. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.</p>
7B	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> • the student's withdrawal from the course at that location (after the start date) • the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location. <p>And:</p> <ul style="list-style-type: none"> • the written agreement meets the requirements of clause 3 of this policy (see 12A). <p>This remains applicable in the instance that SHIC is no longer a registered CRICOS provider.</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and section 10 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014)</p> <p>The weekly tuition fee × weeks in default period (calculated from the day on which the student was withdrawn)</p>

8. Refunds due to an International Student withdrawing (student default)

Reference	Circumstance	Refund entitlement and calculation
8A	The student withdraws from the course at the specified location more 10 weeks before the expected commencement date and: <ul style="list-style-type: none"> this is not due to Visa Refusal (see 7A). the written agreement meets the requirements of clause 3 of this policy (see 12A). 	(This is a student default per Section 47A of the ESOS Act, 2000) Full refund of course fees paid less maximum of 10% of tuition fees initially paid or \$1,000, whichever is the lesser, for administrative expenses. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
8B	The student withdraws from the course at the specified location more 4 weeks and up to 10 weeks before the expected commencement date and: <ul style="list-style-type: none"> this is not due to Visa Refusal (see 7A). the written agreement meets the requirements of clause 3 of this policy (see 14A). 	(This is a student default per Section 47A of the ESOS Act, 2000) The total course fees received minus the lesser of the following amounts: a) 50% of tuition fees initially received by the provider. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
8C	The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and: <ul style="list-style-type: none"> this is not due to Visa Refusal (see 7A). the written agreement meets the requirements of clause 3 of this policy (see 14A). 	(This is a student default per Section 47A of the ESOS Act, 2000) No Refund
8D	The student withdraws from the course at the specified location after they commence the course. <ul style="list-style-type: none"> this is not due to Visa Refusal (see 7B). the written agreement meets the requirements of clause 3 of this policy (see 14A). 	(This is a student default per Section 47A of the ESOS Act, 2000) No Refund

9. Refunds due to an international student not commencing their course (student default)

Reference	Circumstance	Refund entitlement and calculation
9A	The student does not commence the course at the specified location on the agreed starting date and has not withdrawn, deferred or have had their request for an alternative start date approved by SHIC and: <ul style="list-style-type: none"> this is not due to SHIC cancelling or postponing the course (see clause 7 and 15). this is not due to Visa Refusal (see 9A). the written agreement meets the requirements of clause 3 of this policy (see 12A). 	(This is a student default per Section 47A of the ESOS Act, 2000) No Refund

10. Refunds due to SHIC cancelling an international student's enrolment (student default)

Reference	Circumstance	Refund entitlement and calculation
10A	SHIC cancels a student's enrolment following formal notice and appeal period, due to: <ul style="list-style-type: none"> academic misconduct, misbehavior or failure to comply with SHIC's policies or student code of conduct Visa condition breaches failure to pay fees in accordance with the written agreement unsatisfactory course progress or attendance the written agreement meets the requirements of clause 3 of this policy (see 14A) 	(This is a student default per Section 47A of the ESOS Act, 2000) No Refund

10B	If a student has supplied incorrect or incomplete information and as a result SHIC withdraws the offer prior to commencement of the course.	No Refund
-----	---	------------------

11. Refunds where an international student has defaulted but the written agreement is non-compliant (provider default)

Reference	Circumstance	Refund entitlement and calculation
11A	The international student has defaulted (either withdrawn, not commenced on the agreed date, failed to pay fees as agreed or had their visa cancelled or refused) and SHIC fails to enter into a written agreement with a student that meets the requirements set out in clause 3 of this policy. This remains applicable in the instance that SHIC is no longer a registered CRICOS provider.	(In accordance with Section 47E of the ESOS Act, 2000 and Section 8 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014) Unspent total tuition fees will be refunded, to be calculated as follows: <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

12. Refunds process - where a course is cancelled by SHIC

- In the unlikely event that SHIC or any third parties responsible for delivering courses on its behalf, is unable to deliver the course or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the student will be issued with either:
 - A refund for the course or portion of course that was not provided - see clause 15 for further details.
 - An offer for a placement into an alternative course at no additional cost which the student also accepts in writing within the 14 days from the date the course ceases to be delivered.
- In such cases, SHIC will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.
- For international students whose course ceases to be delivered the Tuition Protection Service can assist students in finding an alternative course or to get a refund if a suitable alternative is not found

13. Refunds where SHIC cancels a course (provider default)

Reference	Circumstance	Refund entitlement and calculation
13A	SHIC fails to start the course on the agreed starting day at the location because of insufficient numbers, unforeseen circumstances or a sanction has been imposed (and the student has not withdrawn before this day).	(In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded including the enrolment deposit to be calculated as follows: <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by SHIC.
13B	The course has started but cannot be delivered in full or by SHIC, including where a sanction has been imposed (and the student has not withdrawn before the default day).	In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded, to be calculated as follows: <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by SHIC.

14. Refunds where the student has paid over and above the Registration fees/ Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement.

Reference	Circumstance	Refund entitlement and calculation
14	Overpayment	Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)

Refund Conditions for Withdrawal After Course Commencement- Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, moving back to the home country with an intention of not coming back to Australia on the same visa (with confirmed one-way ticket and evidence of student withdrawal submitted to Department of Home Affairs), which will be verified by the College before processing the refund) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, in such circumstances, refund will be calculated as "The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default)". per the refund calculator for a refund of unused course fees which can be issued. This decision to assess the extenuating circumstances is on the discretion of the CEO and shall be assessed on a case-by-case situation.

Scholarship, promotional fees or discount to any course is provided to the student with an intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, the reduced fees will be added back and the refund amount will be calculated as per the listed course fees on Website, Handbook or <https://cricos.education.gov.au/>.

15. Recording and payment of refunds

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

16. Default obligations and notification

- Where provider default applies SHIC will:
 - record the default in PRISMS (thereby reporting to the Australian Government) within 3 business days of the day of default.
 - discharge its obligations within 14 business days of the day of default, by either:
 - offering an alternative suitable course to a student which the student has accepted.
 - refunding amounts due in accordance with this policy.
 - record outcome of the discharge of its obligations in PRISMS within 21 business days of the day of default.
- Where a student defaults for any of the reasons below, SHIC will record the default in PRISMS (reporting the student to the Australian Government) within 4 weeks of the day of default:
 - A student has been granted a refund in accordance with this policy.
 - A student has been granted a refund due to a non-compliant written agreement.
 - The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - the student's failure to start the course at the location on the agreed starting day;
 - the student's withdrawal from the course at that location;
 - the student's failure to pay an amount he or she was liable to pay the provider, directly or 6. indirectly, in order to undertake the course at that location.



COMPLAINTS AND APPEALS POLICY

1. Nature of complaints and appeals

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

2. Principles of resolution

- SHIC is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, SHIC ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- SHIC will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to SHIC or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within twenty (20) business days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to SHIC's head office at Level 3 - 271- 281 Bourke St Melbourne addresses to Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable SHIC to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 20 business days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- Some or all members of the management team of SHIC will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, SHIC will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, SHIC will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether SHIC maintains the student's enrolment as follows:
 - If the appeal is against SHIC's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported SHIC's decision to report.
 - If the appeal is against SHIC's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, SHIC will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.



6. Independent Parties

- SHIC acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. This may be either via an independent party or via an external complaint avenue. Costs associated with independent parties to review a matter will be covered by SHIC **(The independent party recommended by SHIC is Resolution Institute, however complainants and appellants are able to use their own independent party at their own cost. Students may also access the external complaint avenues indicated below free of charge.**
- **SHIC will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.**
- **The CEO will ensure that any recommendations made are implemented within twenty business (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned SHIC.**

7. External complaint avenues

- Complaints can also be registered via the following agencies. Please read the descriptions and view the links prior to accessing these services.
- [The Commonwealth Ombudsman](#)) – *For international students only*

The Commonwealth Ombudsman:

- provides a free dispute resolution service
- is independent and impartial
- does not represent either international students or private education providers
- can make recommendations arising from our investigations.

International students may complain to the OSO if their complaint is in relation to SHIC:

- course fees and refunds
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- your private education provider's handling of your complaint or appeal, including complaints about:
 - grades and assessments
 - academic misconduct decisions
- Overseas Student Health Cover

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint: <https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint/before-you-complain>

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. The hotline does not investigate complaints or advocate on behalf of complainants. Consumers can register a complaint with the National Training Complaints Hotline by:

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

Australian Skills Quality Authority (ASQA):

Complainants may also complain to SHIC's registering body, Australian Skills Quality Authority (ASQA). However, ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA uses information from all complaints as intelligence to inform regulatory activities and will generally refer students to another organisation for resolution of complaints.

For more information, refer to the relevant webpage below before making a complaint to ASQA:

<https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>

8. Records of complaints and appeals

SHIC will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.



COURSE TRANSFER POLICY

- All decisions made by SHIC with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- SHIC will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
 - the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing his or her principal course at that registered provider;
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

- For SHIC students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
 - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SHIC's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
 - major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime (supported by police or psychologists' reports).
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - where SHIC is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
 - SHIC fails to deliver the course as outlined in the student agreement.
 - there is evidence that the student's reasonable expectations about their current course are not being met.
 - there is evidence that the student was misled by SHIC or an education or migration agent regarding SHIC or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

- A transfer to another course will not be granted where:
 - The transfer may jeopardize the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is at risk of not progressing or meeting attendance requirements, and has not engaged with SHIC's intervention strategy
 - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a letter of release provided, students must provide:
 - A complete, signed and dated Release Request Form and,
 - A valid offer of enrolment from another registered provider.
 - Evidence of compassionate/compelling circumstances if applicable
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where the decision is made to refuse a course transfer:
 - The student will be informed in writing of the reasons for the refusal and their right to access the Complaints and Appeals process within 20 business days.
 - If the student appeals and the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
 - The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 business day period or the student withdraws from the course.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with SHIC's Fees and Refunds Policy & Procedures.

3. Transferring to another course offered by SHIC

- Students may transfer to another course offered by SHIC in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.



- A transfer to another course within SHIC will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The course is the same or higher AQF level and the student is at risk of not meeting course progress and/or attendance requirements
 - The student has been issued with a notice of intention to cancel for any reason
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with SHIC's Fees and Refunds Policy and Procedure.

4. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact the Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA by phoning 131 881 or reviewing the following website <https://immi.homeaffairs.gov.au/>

5. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.
- Release requests will also be recorded on the Deferral, Suspension and Cancellation Register and forwarded to the Admin Manager/CEO upon updating.



DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
 - major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime (supported by police or psychologists' reports).
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - where SHIC is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll.

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, SHIC considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- SHIC will inform all students that deferment, suspension of enrolment may affect his or her student visa.
- Students wishing to suspend their enrolment must apply in writing to SHIC a minimum ten (10) working days prior to the requested suspension date unless evidence of extenuating circumstances preventing them from contacting SHIC is provided.
- Where a student-initiated deferral or suspension of enrolment is granted, SHIC will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.
- Students falling into this category will be reported as a Student Course Variation in PRISMS in accordance with Section 19 (1) of the ESOS Act with the following timeframes:
 - within 31 days of the decision for all other students.

Provider initiated suspension, cancellation or non-commencement of studies

- SHIC may suspend or cancel a student's enrolment including, for a number of reasons, including but not limited to:



- Misconduct by the student such as breach of Student Code of Conduct (as outlined in the Student Handbook or plagiarism, collusion or cheating on assessment tasks.
 - The student's failure to pay an amount he or she was required to pay SHIC as stated in the written agreement.
 - A breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in SHIC's Course Progress and Attendance Policy & Procedures.
 - Non-commencement of a course on the agreed start date without a revised course offer from SHIC.
- Where SHIC suspends or cancels a student's enrolment, before imposing a suspension or cancellation, SHIC will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of the following:
 - To seek advice from DHA on the potential impact on their student visa (via the website or help line).
 - Of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.
 - Where a student's safety is at risk, SHIC may immediately suspend or cancel a student without providing this advice and the 20-working day appeal period.
- Where a student chooses to access SHIC's internal appeals process in relation to this decision, the cancellation or suspension will not take effect or be reported in PRISMS until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where a student chooses to access an external appeals process, DHA will still be notified via PRISMS.
- Unless an internal appeal is in process or granted, all provider-initiated suspension, cancellations or deferrals of studies will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) and (2) of the ESOS Act within the following the timeframes:
 - within 31 days of the decision for all other students and
 - as soon as practicable where the student has breached course progress/attendance requirements.

Student initiated cancellation of studies.

- SHIC will inform all students that cancellation of enrolment may affect his or her student visa.
- Students may initiate cancellation of their studies at any time during their course, by completing a Withdrawal Form.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per SHIC's Course Transfer Policy and Procedure.
- This will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) of the ESOS Act i.e.
 - within 31 days of the decision for all other students.

Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.
- All cases will be logged on the Deferral, Suspension and Cancellation Register and forwarded to the Admin Manager /CEO upon updating.



Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- SHIC monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

Study Periods

- Study periods may also be known as 'terms' and are described in Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

Determining if a student has met course progress requirements

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- Students must have demonstrated satisfactory course progress requirements by the end each study period.
- This means that students must have successfully completed all the required assessment tasks.

Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they/their:
 - do not participate in a summative assessment task.
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Yet Competent for one or more units of competency.
 - have been absent for 5 consecutive days.
 - attendance is considered to place you at risk of not achieving satisfactory course progress.
 - have been identified by their trainer/assessor as requiring support to ensure satisfactory course progress.
 - attendance is considered to place you at risk of not achieving satisfactory course progress.

Progress Monitoring

- All students progress will be monitored using the *Course Progress Monitoring Tool*



- At the end of each monitoring period:
 - The monitoring report is updated by the Course Coordinator/Intervention Officer including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Course Coordinator will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

Intervention Strategy

- SHIC ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where SHIC is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.
- Students have up to two free attempts per assessment task to achieve a Satisfactory outcome.
- Resubmission outcomes should follow the same process for feedback and recording as outlined above.

If a student has attempted a task two times but hasn't achieved a Satisfactory outcome after the second attempt, the student must re-enroll in the unit or module. The repeat assessment and unit fees are mentioned in the course outline which is part of pre-enrolment process and also available on college website.



Re-submission

- Students have up to two free attempts per assessment task to achieve a Satisfactory outcome.
- Resubmission outcomes should follow the same process for feedback and recording as outlined above.

If a student has attempted a task two times but hasn't achieved a Satisfactory outcome after the second attempt, the student must re-enroll in the unit or module. The repeat assessment and unit fees are mentioned in the course outline which is part of pre-enrolment process and also available on college website.

Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with SHIC's Deferral, Suspension and Cancellation Policy and Procedures. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major Political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where SHIC is unable to offer a pre-requisite unit.
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Education and Training (DET) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, SHIC will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.



Online or distance learning enrolment

- SHIC will not deliver a course exclusively by online or distance to an international student.
- SHIC will not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.

Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, SHIC will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Students will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per SHIC's Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- SHIC will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the student has chosen not to access the external complaints and appeals process: or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.



CRITICAL INCIDENT POLICY

- SHIC is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- SHIC ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in SHIC Health and Safety Policy and Procedure.
- A designated officer and/or critical incident team will manage critical incidents.
- All staff will receive an induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to seek assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
- SHIC will ensure that appropriate post-incident support is provided as required.
- SHIC response to critical incidents will always be evaluated and improvements identified and implemented as required.



FORMS

Forms are available on SHIC website under <https://www.shic.vic.edu.au/forms-policy/>. A request to receive a copy of any form can also be made via:

- Email: Reception@shic.vic.edu.au
- Post: Level 3, 271-281 Bourke Street, Melbourne, VIC 3000
- At Office Reception: Level 3, 271-281 Bourke Street, Melbourne, VIC 3000

LIST OF FORMS

- Application for Deferral Form
- Application for Leave of Absence Form
- Complaints and Appeals Form
- Credit Application Form
- Education Agents Application Form
- Refund Application Form
- Release Request Form
- Student Change of Details Form
- Withdrawal Form



COURSES AT SHIC

Current list of courses is available to students on SHIC website www.shic.vic.edu.au in the "Courses" tab.

Course Outline

You can find detailed information about each course on the SHIC website in the course outlines. It's important for students to take the time to read and understand these course outlines because they contain essential details about the courses. Examining the course outlines will assist students in making informed decisions about their course selection and provide a clear understanding of what to expect in each course which includes the follow:

- Course entry requirements, including educational qualifications or work experience required, LLN requirements and minimum English language proficiency levels (for international students).
- course credit arrangements
- the training and assessment, and related educational and support services, SHIC will provide to the student including the:
 - estimated duration, including holiday breaks
 - expected locations at which it will be provided
 - expected modes of delivery
 - facilities, equipment and learning resources available.
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf, and
 - study period/s and course progress/attendance requirements.
 - any work placement arrangements
 - assessment methods.
 - any requirements the RTO requires the student to meet to enter and successfully complete their course.

Every student is encouraged to print and save the course outlines for future reference. The PDF versions of the course outlines are accessible on the website, allowing students to either print them or download and save a copy for later use.



GENERAL ENGLISH



BUSINESS



ACCOUNTING & BOOKKEEPING



LEADERSHIP & MANAGEMENT



INFORMATION TECHNOLOGY



COOKERY & HOSPITALITY



GRADUATE DIPLOMA OF MANAGEMENT



MELBOURNE



Angel Investments Group Pty Ltd T/A

SACRED HEART
INTERNATIONAL COLLEGE

RTO N°: 45168 CRICOS N°: 03606A