

2022

International Student Handbook



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Welcome to Educare

We would like to welcome you to Australia. This is now an exciting new era for you to expand your academic and personal life experiences.

At Educare College our students come from many different countries, you will experience many cultures in an environment of cultural harmony and empowerment where students can achieve their academic and personal goals. You will study your course/s with experienced, dynamic teachers who will help you communicate and share ideas. Being part of this process will open up a whole new world of learning. Educare's courses and programs also open up pathways for students to go on to further studies.

Some students also choose to join various universities in Australia for higher education. Please read this prospectus carefully as it will guide you through your studies with us. We are certain that your experience with Educare College will be memorable.

Educare Letter

It's an exciting time to be a student at Educare College and would like to welcome you Australia. Educare College is an Australian owned and operated nationally Registered Training Organisation providing quality training programs Australia wide, delivered by industry experienced trainers who love what they do.

At Educare we are passionate about what we do and dedicated to delivering quality training and assessment services, preparing our students to achieve their personal and professional goals through the pursuit of their chosen career paths. Educare's consultative and innovative approach to delivery of training means our students benefit from the best learning experience available, together ensuring the most up- to-date skills and knowledge are gained; while nurturing best practice in the work place can be achieved.

Educare provides individuals and Organisations with a comprehensive selection of course offerings and modules that can be undertaken via face-to-face delivery, online e-learning, distance education and blended delivery options. The Educare team provides opportunities to you and we look forward to welcoming you to the Educare community.

Best Regard,

Your Educare College Team.

About Educare

Educare college is a well-established college presenting high quality nationally recognised courses by industry qualified and industry current professionals specialising in Early Childhood Education and Care, Aged Care, Disability courses and Community Services. Educare have been successfully operating VET courses in Queensland since 2013.

During this time, we at Educare have given our students the skills and knowledge to achieve their dream.

of living in Australia and working in the aged care, disability, community services and children's services sector. Our principal aim is the provision of quality education, with emphasis on meeting the practical requirements of these industries. We believe that the provision of quality learning impacts not only on our students, but also on the broader society, both directly and indirectly. The Educare team make particular effort to get to know each student personally in order to provide a service which best suits their individual needs.

At Educare, we place particular emphasis on maintaining meaningful contact with Early Childhood services and schools, aged care and community services facilities along with having developed close relationships with the peak industry bodies, this enables Educare to provide the most "up-to-date", contemporary, practical, and theoretically perspectives. Educare is registered with the Australian Skills Quality Authority (ASQA) and the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Educare is governed by the ESOS framework (Education Services for Overseas) Act 2000, the National Code of Practice 2007 and the National Vocational Education and Training Regulator Act 2011.

Campus Location

Brisbane

Educare College's City Campus is situated in the heart of Brisbane's CBD, close to an amazing array of local, national, and international shops and restaurants.

P: +61 07 3726 5399

E: info@educare.edu.au

Level 3, 57 Coronation Drive, Brisbane City, QLD 4000 Australia

Gold Coast

Educare College's Gold Coast Campus in Southport is located near the central business district and has one of the city's largest communities. Southport is known as the central entertainment location of the Gold Coast, close to Broadwater and six minutes to the Gold Coast beaches.

P: +61 07 3726 5399

E: info@educare.edu.au

10-12 Scarborough Street, Southport, QLD 4215 Australia



How to Apply

- At Educare College not only do we train our students, we aim to future-proof their careers by providing a complete education package. To view the full list of courses available, please visit our website.
- Educare College is more than a training organisation. When students transition to graduates, they have the necessary skills to succeed in their chosen career, plus they have a burning desire to do so.

There are 7 Steps you need to take to enrol as an international student with Educare College;

STEP 1: Apply for your chosen course with Educare College

If your application is successful, you will be offered a place in the college.

STEP 2: Accept your Letter of Offer

Educare will send you a Letter of Offer to you or your agent who applied on your behalf. This letter will contain all the information you need.

STEP 3: Complete your Offer of Acceptance and pay your tuition fees

After you accept the offer, you will need to pay the stated fees for your tuition.

STEP 4: Organise your Overseas Student Health Cover (OSHC)

Educare can't confirm your enrolment until you have paid and supplied us with a copy of your OSHC certificate.

STEP 5: Receive your Confirmation of Enrolment (CoE)

Once we receive the tuition payment, the signed Offer of Acceptance and evidence of your OSHC, we will send you an electronic Confirmation of Enrolment

STEP 6: Apply for your Student Visa through the Australian Government

Once you have your CoE, you can then apply for your student visa <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

STEP 7: Arrive in Australia and join Educare College's orientation program

Educare College aim to make the enrolment process straight-forward. Please contact our Administration team if you have any questions

COURSE ENTRY REQUIREMENTS

- Educare College does not accept students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age at the time of application.
- For international students, whose first language is not English, the minimum course entry requirement is:
 - Certificate Level Courses - a level of English language proficiency of 5.5 IELTS (overall band score) or equivalent* For further information see APPENDIX C
 - Diploma Level Courses - a level of English language proficiency of 6.0 IELTS (overall band score) or equivalent* For further information see APPENDIX C
 - Satisfactory completion of HSC Year 12, or equivalent, or
 - For mature age entry students (aged 21 years or above) verifiable evidence of relevant work experience
- You must speak with Educare College directly or your education agent if you have completed schooling or other education programs in English.

- All students must complete the International Student Application Form, sign and date where required and attach verified evidence of language proficiency, past qualifications, work experience (if relevant)
- Educare College will accept applications from appointed Education Agents Representatives or by direct enrolment by the student through the website (<https://educare.edu.au>)
- A current list of Education Agents is available on Educare College's website and are available for contact at no cost to the student.
- (Note: any complaints about any Education Agent, activity, their service or conduct can be made to the International Contact Officer via email)
- The International Contact Officer will review the International Student Application Form for the qualification entry requirements and eligibility and determine if an offer should be made. If eligible, a *Letter of Offer* will be issued. Unsuccessful applications will be notified in writing.
- Educare College will enter into a written agreement with the student via the *Course Acceptance Offer and Written Agreement* as per Standard 3 of the National Code of Practice. Educare College will ensure the obligations and rights of both Educare College and the student are clearly set out including the course money payable and information in relation to refunds of course money and services Educare College is obliged to supply.
- Upon receiving the signed *Course Acceptance Offer and Written Agreement*, and the enrolment and course tuition fees stated in the *Letter of Offer* Educare College will generate a *Confirmation of Enrolment* (CoE) which a student will need for their student visa application.
- For courses that have mandatory vocational work placement as requirements, COVID-19 vaccinations may be required as outlined by the Australian Federal Government and the Queensland State Government. If you are unable or unwilling to get these vaccinations, please contact your enrolment officer to discuss you options.

Fees and Charges

Marketing and Admissions

- Educare publishes accurate information about fees, charges and refunds in relevant information sources such as the Educare website, international student prospectus, student agreement and/or Letter of Offer, Student Handbook to ensure that students have access to sufficient information enabling them to make an informed decision on their financial commitment to undertake a course/s with Educare.
- Educare publishes increases in future fees and charges at least 3 months prior in relevant information sources. Educare informs students in writing and evidence is kept on the students file.
- Educare will not accept any course money from international students on a student visa until such time as the student has accepted the Letter of Offer, which constitutes and binding agreement between the student and Educare College. This can occur concurrently, however. Sometimes, due to differences in time zones and similar issues related to dealing with other countries, monies can be received before the executed Letter of Offer has been received by Educare College. In these situations, any monies received from the international student or their representative will not be drawn down upon until a course acceptance of the place offered by the student has been received.
- Tuition and administration fees are non-transferable to other students or other institutions.
- Educare holds all pre-paid student fees received from future students in a secure bank account. Student fees are drawn upon once the student has commenced their studies.
- Educare does not collect more than 50% of the total tuition fee unless the student or their sponsor informs Educare in writing to choose to pay more than 50%. Prepaid fees are protected through the Tuition Protection Service (TPS).
- Educare securely stores a copy of the Letters of Offer including the written agreement outlining the student fees and charges in the Student Management System.



Invoicing and Payment

- Educare accounts issues regular invoices for each study period 4 weeks prior to a study period/term start listing itemised components of course related fees & charges (GST Free). If applicable additional goods and services purchased will be invoiced separately e.g. airport pick up, additional mentoring or coaching or equipment which are optional, but a student may wish to access.
- Fees must be paid as per the payment schedule outlined in the Letter of Offer. Educare prefers to receive payment by electronic bank transfer or Credit Card (surcharge applies). International students must ensure that they add their Invoice Number and Full Name when transferring money into the nominated Educare bank account.
- If a student defaults on their enrolment due to visa changes (visa refused, PR or change of visa), APPENDIX A outlines fees payable by the student or if fees have been prepaid, refunds payable by Educare.
- Educare issues a receipt for every payment made to Educare. It is highly recommended that students keep their payment records in a secure place.
- Students that select a Package Course that contains multiple qualifications will be offered a price relating to the Package Deal. The total tuition fee of the package will be charged as per the payment plan detailed in the Letter of Offer.
- Any payment plan entered into divides the total price over the expected duration of the enrolment.

Issuing of Qualifications

- Educare will issue qualifications and record of results only if all fees relating to this qualification are paid in full.

Late Fees and Non-Payment of Fees

- Educare will issue one warning letter for overdue fees via email
- Educare will issue a Notice Of Intention To Cancel if overdue fees are not paid within 7 days after the warning letter has been sent.
- International Students have 20 days to either pay the outstanding amount or come to an arrangement with the Educare accounts team.
- Non-Payment of Fees can result in the following actions by Educare:
 - Issue a suspension of study;
 - Remove access to Educare's resources, computer systems or online course;
 - Withhold academic transcripts and/or qualifications;
 - Cancel the enrolment;
 - Report Non-Payment of fees on PRISMS to inform the Department of Education and the Department of Home Affairs of the breach of student visa conditions;
 - Long standing debts will be referred to a debt collection agency where fees are more than 35 days past due and where no alternative arrangements have been made.

Policy Access

Educare students are made aware of the Fees, Charges and Refunds Policy before a student accepts the enrolment through the Letter of Offer.

Fees and Charges

All Fees and Charges are listed and explained in the Letter of Offer and in APPENDIX B

Refunds of Prepaid Fees

- Educare's Refund Policy (CRICOS) includes provision for refunds of
 - tuition fees
 - accommodation services (where relevant)
 - airport pickup (where relevant)
 - Refunds for OSHC should be referred to the OSHC provider (where relevant) (Agent organised Insurer)
- This policy applies to all intending, commencing and continuing international students who have paid fees in advance.
- As soon as an international student accepts a place offered by Educare and pays the associated fees, a binding contract is created between the student and Educare which is outlined in the Letter of Offer and the attached terms and conditions of enrolment.
- After the Letter of Offer is executed, the Application fees and administration fees are NOT refundable.
- Where a payment plan is entered into, the payment plan has divided the total course or package cost over the expected duration of study (study period). When Students withdraw from a course or package prior to completion of entire course / package outlined in the letter of offer, all fees paid to that point are for services already provided by Educare College. There is no pre-paid fees applicable at the point of cancellations, therefore, no refund will be made to Students who have accepted the terms of a payment plan.
- International students who apply for a refund under this policy are afforded the principles of natural justice, including the ability to lodge a complaint or appeal against any decision relevant to an application for refund request.
- This policy and the availability of complaints and appeals processes do not remove the right of any student to act under Australia's consumer protection laws.

Student Visa Refusal

- If a student visa application has been refused by the Department of Home Affairs (DHA), the student agrees to provide Educare with a copy of the decision letter from DHA to confirm that the student visa application has been refused.
- For the student to receive a refund, a copy of this letter must be provided to Educare as evidence of the visa refusal and for the student to obtain a refund in accordance with the Refund Policy (CRICOS).

Student Visa Refusal due to Fraudulent Documents

- If a student visa application has been refused by DHA due to fraudulent documents, the student is not entitled to a refund.
- Where the refusal letter is not provided, the refund will be calculated as per a student withdrawal as listed in APPENDIX A

Student withdraws enrolment prior to course start

- Where a student cancels or defaults in accordance with the meaning given in this policy, the cancellation fee and/or refund listed in APPENDIX A applies. If a student withdraws due to compassionate or compelling reasons, Educare encourages the student to provide sufficient evidence in their application and attach evidence from a third party.
- Students who have not prepaid fees when entering an Educare pathway course and are not financial at the time of cancellation need to consider the following:
 - A cancellation fee applies as listed in APPENDIX A

- If any fees are outstanding or overdue, these fees must be paid prior to Educare cancelling the enrolment.
- Educare reserves the right to engage a debt collection agency to collect outstanding fees.

Student withdraws enrolment after course start

- Where a student cancels or defaults in accordance with the meaning given in this policy, the cancellation / withdrawal fee and/or refund listed in APPENDIX A applies.

Provider Default

- In the unlikely event Educare ceases to provide a course of study and Educare is at fault, all unspent prepaid tuition fees to date will be refunded to the student within fourteen (14) days of the default day including other associated fees, Educare will:
 - offer you an alternative place at Educare expense, that is accepted by you in writing; or
 - refund any prepaid fees or the unused portion.

Tuition Protection Service

- The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
 - Complete their studies in another course or with another education provider; or
 - Receive a refund of their unspent tuition fees.
- If Educare is unable to provide a place in an alternative course and Educare is not in a position to refund the unexpended pre-paid tuition fees, Educare will notify the TPS Director within three (3) business days of the default or intention to default. At this time, Educare will have fourteen (14) days to satisfy its tuition protection obligations to current students. Subsequent to the fourteen (14) days lapsing, Educare will have a further seven (7) days to advise the TPS Director of the final outcome. The student shall be referred to the Tuition Protection Service www.tps.gov.au , who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

Where the student wishes to obtain further information about the Tuition Protection Service (TPS), it can be found at the following website: <https://tps.gov.au/StaticContent/Get/StudentInformation> .

How to apply for a refund?

All international students seeking a refund for any purpose must complete the “Application for Refund Form” including any supporting evidence as required and email to international@educare.edu.au.

It should be noted that making an application for a cancellation of enrolment or a letter of release are not indicators that you are also seeking a refund. An “Application for Refund Form” must be completed at all times a refund is being sought.

If the applicant is under the age of 18 years, the guardian must sign the refund form.

A processing time of up to 28 days applies, however students are generally informed in writing within 7 days by accounts if the refund application has been declined.

Circumstances which do not qualify for a refund:

- The international student has no pre-paid fees against their current enrolment;
- If the international student has loaned equipment and/or resources from Educare which has not been returned;
- A complaint or appeal is in progress that is related or linked to the application for a refund.
- A payment plan has been set up that only charges the fees due at the time of the debit from the Students nominated account.

Payment of Refunds:

Refunds will be provided into the international student's nominated bank account in their own name unless:

- The international student is under the age of 18 years, in which case, the refund will be provided to the parent or legal guardian responsible for the international student.
- In the event that the international student is deceased or incapable of nominating a bank account, the refund will be provided to the parent or legal guardian as nominated on the international student's emergency contact details form.
- Under no circumstances will an international student's refund be paid to an education and/or migration agent or other third party without the international student's written consent and that consent is written in the English language.

Where a refund is processed for overseas payments for international students in accordance with this policy, international students will be charged any bank fees associated with the transfer of funds which will be deducted from the refund.

Written Confirmation or Decline of Refunds Application

Refunds Approved

In all cases where a refund is approved and processed, the international student will receive a written statement that details how the refund was calculated and where it was paid into.

Refunds Declined

In all cases where an international student applies for a refund and the refund is declined, a written statement will be provided to the international student outlining the reasons for the decision by Educare to reject the application for a refund.

Refunds Payments made in Error

The student agrees to repay Educare (on demand) for any payments credited to the student in error. Educare reserves the right to offset the amount of any over payment made in error against any liability (including any future debt) owing to Educare by the student.

Processing Time

All refunds, except those for provider default, will be processed within twenty-eight (28) days of the written application being received by Educare.

Right to Appeal a Decision

Students have the right to access the Educare complaints and appeals process should they disagree following the "Complaints and Appeal Policy". Complaints and Appeals may be lodged in person, phone (07 3726 5399) or email (complaints@educare.edu.au).

APPENDIX A

Cancellation/ Refund of Fees – please note that the Enrolment & Administration Fee is non-refundable!

Student Default – Visa refused

Student Default	Timeline	Evidence Required	Cancellation Fee	Refund
Student Visa refused	Before Course Commencement	Copy of Letter from DHA student visa decision	\$500 (Application and Administration Fees) PLUS The lesser amount of either 5% of total course fee or \$500 or applicable tuition fee	Prepaid Tuition Fees less the Cancellation Fee/s

Visa refused due to fraudulent documents or Visa refused after the course has started	Before Course Commencement	Copy of Letter from DHA student visa decision	\$500 (Application and Administration Fees) PLUS The lesser amount of either 5% of total course fee or \$500 or applicable tuition fee	Prepaid Tuition Fees less the Cancellation Fee/s
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Student Default after student visa has been issued

Student with a student visa withdraws	More than 10-weeks before course start		\$500 (Application and Administration Fees) PLUS \$250 withdrawal administration fee	Prepaid Tuition Fees less the Cancellation Fee/s.
Student with a student visa withdraws	Less than 10 weeks before course start		\$500 (Application and Administration Fees) PLUS \$500 withdrawal administration fee	Prepaid Tuition Fees less the Cancellation Fee/s
Student with a student visa withdraws	On or after course start		\$500 (Application and Administration Fees) PLUS Full Course Fee for all study periods in the enrolled course up to the date of withdrawal	Tuition fees if prepaid for study period after withdrawal date
Change of Visa Status	Less than 4 weeks before course start	Copy of Letter from DHA student visa decision	\$500 (Application and Administration Fees) PLUS \$500 withdrawal administration fee	Prepaid Tuition Fees less the Cancellation Fee/s
Change of Visa Status	On or after course start	Copy of Letter from DHA student visa decision	\$500 (Application and Administration Fees) PLUS Full Course Fee for all study periods in the enrolled course up to the date of withdrawal	Tuition fees if prepaid for study period after withdrawal date

Educare Default

Educare fails to provide the course offered, or terminates a service offered or ceases to operate	At all times	Full Refund if the student wishes to transfer to another provider If TPS is responsible, please check the website https://tps.gov.au/StaticContent/Get/StudentInformation
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**APPENDIX B:
Fees and Charges**

Type of Fees

Application Fee	Is a one-off fee for an international student visa application for enrolment and is non-refundable
Administration Fee	Is a one-off fee for an administration and processing and is non-refundable

Tuition Fee(s)	This fee is for the actual course or package and is stated in the Letter of Offer . If taking multiple courses, the tuition fee is detailed per course including the payment due dates for each study period.
Materials Fee	The material fee is to cover additional learning resources including e- books, industry placements, excursions, WIFI, LMS (MOODLE) etc. It is a once off fee per course and is non-refundable after the course has started.
Enrolment Variation Fee	This fee is to cover the administrative cost to re-issue a Letter of Offer and adjust Confirmation of Enrolment

Other Fees and Charges

Variation of Enrolment Fee	\$250.00
Credit Transfer	No charge
Photocopying & Printing:	<i>Complimentary</i> Black and white \$0.40 Colour
Re-issue of Student Card	\$10.00
Airport Pick up	To be quoted
Late Payment Fees	\$100.00
Cancellation / Withdrawal Fees	As per the policy / Appendix A





ABOUT STUDY AT EDUCARE COLLEGE

STUDENT ORIENTATION

- Student orientation date will be indicated on the Course Acceptance Offer and Written Agreement. Orientation will be conducted in the week prior to the commencement of term start date.
- The purpose of orientation is to fully inform new students of aspects of life at the College, to introduce studying, Australia's costs of living, transportation, facilities, banking and accommodation, and to understand culturally appropriate and respectful behaviour. In addition, Educare College staff will be introduced, a tour of the campus will take place and an opportunity to ask questions will be provided.
- Orientations are compulsory for students to attend, as valuable information relating to students' courses will be covered during these sessions.
- If students are unable to attend due to exceptional circumstances, they must contact the Student Management Officer to inform them of the situation and negotiate alternative arrangements.
- At the time of Orientation students are required to advise Educare College of their current residential address and telephone number.

STUDENT SERVICES

Our team of Student Services Officers are friendly and approachable and are here to assist you whether you need help with your timetable, academic or course advice, or personal issues.

Our VET Teachers

Each student has an allocated VET Teacher to assist and direct you throughout your studies. Your VET Teacher is your first point of contact for questions regarding your assessments and course content. You will receive your VET Teachers contact details and are able to contact them within business hours.

In order to deliver nationally recognised training our VET Teachers must meet rigorous criteria of competency checks as per the following criteria;

- Hold the TAE40116 Certificate IV in Training and Assessment from the TAE10 Training and Assessment Training Package as a minimum qualification; and
- Must be able to demonstrate vocational competencies at least to the level being delivered and assessed; and
- Be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and VET Teachers competency.

Welfare and Well-being

Educare College aims to ensure that all students enjoy their time in Australia. However, sometimes problems occur in a students' life that can't be controlled. Educare College understands that these problems often feel worse when students are a long way from home and family. Educare College can provide information about counselling services if students need to speak to a counsellor.

A counsellor may be able to help with the following, or any other, problems:

- Crises in your life (your own or your family's);
- Difficulty in making an important decision;
- Feeling depressed;
- Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts

WORK PLACEMENT

While on work placement, you are representing yourself and Educare College. You are expected to behave in a respectful, professional manner always.


While on work placement you are expected to;

- Follow the host organisation rules and follow all reasonable instructions of the organisation and their staff.
- Be punctual, courteous and act in a manner appropriate to a workplace for allocated shifts and roster times as determined by the host organisation. For example, telephone the host organisation and the Educare College contact person if you are going to be absent, preferably in advance, otherwise as early as possible.
- Comply with all legislative and policy requirements of the host organisation. Such requirements may include occupational health and safety matters, maintaining commercial confidentiality or privacy of personal information.
- Comply with all work health and safety policies and legislation, including wearing protective clothing and using safety equipment as directed by the host organisation or their staff.
- Take reasonable care to protect your own health and safety and the health and safety of others in the workplace. This includes not consuming alcohol or drugs, which may constitute a risk to personal safety or the safety of others.
- Report all incidents and accidents to the host organisation and to Educare College as soon as possible after the event. An Educare College incident form must be completed to document this, as well as any other reporting requirements of the host organisation.
- Obtain all medical treatment deemed necessary by a medical practitioner if you are injured while on placement. (Note that you are responsible for the cost of all medical expenses covered by Medicare, or a combination of Medicare and private health funds, in respect of injuries, including the gap between the cost of medical treatment and Medicare/private health fund payments).

Refer to your Work Placement Agreement which fully outlines your responsibilities while on work placement, as well as those of Educare College and your host organisation.

RECOGNITION

- Educare College offers all students the option of course credit known as **Recognition of Prior Learning (RPL)** and **Credit Transfer (CT)**.
- Students who believe they have already achieved some of the competencies in the course may apply for RPL. An essential requirement of RPL is to provide evidence that the student **currently** has the required skills and knowledge to meet the Unit of Competency requirements.
- Competencies for which RPL is being requested may have been developed through formal education and training, through work experience and training or through life experience. If RPL is granted, the student's course schedule will be reviewed and any reduction in the scheduled course length and the reasons for the reduction will be recorded and placed in the student's file.
- Any course duration reduction as a result of RPL granted to students will be indicated on the Confirmation of Enrolment (CoE) if granted prior to the issue of a visa, or on PRISMS if granted after the issue of a visa.
- Students wishing to apply for RPL must complete an application using the student RPL application form at the time of enrolment. There is no **additional** fee for RPL, however normal course fees apply.
- Educare College will also recognise the qualifications and statements of attainment issued by other Registered Training organisations in Australia (Credit).
 - This means that students may be eligible to get credit towards the course(s) or to meet entry requirement for the course(s).
 - If students feel they may be eligible for credit, they should contact Educare College directly.

- 
- Graduates of Educare College courses may further their studies in relevant degree programs in Australian Universities.
 - Application processes, entry requirements and credit arrangements will vary from university to university.

General Information

Classes are scheduled from Monday to Friday and you will be provided with an individual timetable. Students are asked to be punctual and to contact Student Services if they will be late or absent. Classrooms are to be kept clean and tidy and mobile phones should be switched to silent whilst in class.

Personal possessions are the responsibility of the owner and Educare College cannot be responsible for any loss or damage.

Facilities and Resources

Free wi-fi is available for students at each campus and printing and photocopying is available for a small fee. Please enquire with Student Services for passwords and costs at your chosen campus.

A student break room is provided and is fitted with a fridge, sink and microwave. Water, tea, coffee and milk is provided complimentary.

ESOS ACT 2000

The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. The Australian Government, through the Department of Education Small Business and Training, administers the ESOS Act and its associated instruments.

The Education Services for Overseas Students Act 2000 (ESOS Act) governs:

- The registration process and obligations of registered international education providers
- The Tuition Protection Service enforcement and compliance arrangements

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

Transport

Getting around Brisbane and the Gold Coast is easy. TransLink is the public transport organisation and it has an integrated ticketing system providing students with the flexibility to travel by train, bus and ferry services using just one card. These cards are called Go Cards and they can be purchased at Queensland Rail stations and selected ticketing agents including most newsagents. You will need to provide evidence that you are a full-time student to be eligible for a student Go Card which offers discounted travel. Registration is free.

Translink Go Card Concession

You are eligible to apply for a 50% concession fare on TransLink public transport services. Registering your Go Card for Concession will make your travel fares cheaper than regular fares.

When travelling on tertiary concession fares, you must carry your student ID and show it as proof of concession eligibility when asked by a TransLink driver or authorised person. If you choose to travel on concession fares without your student ID, or you do not meet the eligibility criteria, you could be fined \$261.

Find out more at TransLink – www.translink.com.au

Student I.D Card – Photo Requirements

- Photos must adhere to the following guidelines:
 - Clear, focused image with no marks or 'red eye'
 - Plain white or light grey background that contrasts with your face
 - Uniform lighting (no shadows or reflections) with appropriate brightness and contrast to show natural skin tone
 - Face looking directly at the camera and not tilted in any direction
 - Hair off the face so that the edges of the face are visible
 - Eyes open, you may smile or have a neutral expression

Communication

Educare College relies heavily on electronic mail (email) to communicate with students. As a student of Educare College, you must ensure you have provided us with your valid current email address and check this on a regular basis. Please be aware of the settings of your email account, as some providers send emails to the 'junk mail' folder of your inbox if the sender is unrecognised.

Email communication can include but is not limited to course updates, news, general information, login details and course fee details. It is your responsibility as a student of Educare College to immediately advise us of any changes to your postal, email and contact information.

Literacy and Numeracy

Students need satisfactory literacy and numeracy skills to complete the course. Students who feel that they require literacy or numeracy support are encouraged to inquire at enrolment. A formal Language, Literacy and Numeracy test may be given to identify these difficulties depending on the qualification and the pre-enrolment screening process.

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)

- The Australian Government expect that overseas students studying in Australia will have a safe, enjoyable and rewarding experience and Australia's laws promote equality and consumer protection for overseas students. In turn, Educare College will ensure that it safeguards overseas students' rights and welfare.
- An overseas student on a student visa, must study with a registered education provider in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration ensures that both the course and the education provider meet the high standards necessary for overseas students.
- Students are encouraged to check carefully that the details of their course, including its location, match the information on CRICOS.
- As a nationally Registered Training Organisation, also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) Educare College meets the standards and requirements of the following legislation and regulatory frameworks:

The Educational Services for Overseas Students (ESOS) Legislative Framework:

- <http://www.asqa.gov.au/cricos-registration/cricos-registration-overview/the-esos-framework.html>
- <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

- [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

Vocational Education and Training (VET) Quality Framework including

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015

Migration Regulations 1994: http://www.austlii.edu.au/au/legis/cth/consol_reg/mr1994227/

Privacy Act 1988 incorporating Privacy Amendment (Enhancing Privacy Protection) Act 2012

<http://www.oaic.gov.au/privacy/privacy-news>

Work Health and Safety Act 2011 & Work Health and Safety Regulations 2011

STUDENTS' RIGHTS

The Education Services for Overseas Students (ESOS) Framework protects students' rights, including:

- the right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from their provider and/or their provider's agent or marketing representative
- the right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of their written agreement.

The framework includes the **Tuition Protection Service (TPS)** which is a placement and refund service for international students, which may be activated as a last resort if a provider is unable to provide a course.

THE TUITION PROTECTION SERVICE (TPS)

The Tuition Protection Service (TPS) is an insurance cover that all CRICOS registered RTOs must have which aims to place students that are affected by closures of education providers in an alternative course of study first, with refund payments provided as a last resort only.

- The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative course placement options. A greater flexibility for students to decide about their future course placement, following the closure of an education provider, should lead to a more efficient and effective outcome for students and the sector as a whole.
- Students should also benefit from quicker placements, or refunds where necessary, and a smoother transition to a new education provider.
- The expectation is that students who are affected by the closure of an education provider will accept an alternative course, if one is available, for which they meet all the entry requirements, and for which there is no cost disadvantage to them. However, the student is not compelled to accept an alternative course and they would be eligible for a refund of the unused portion of the tuition fees. The student will need to confirm the possible implications that a change of education provider may have on their student visa with (DOHA). However, other options might include an enrolment in a different course under a different visa category, or a return to their home country.
- In a situation where a student cannot find an alternative course during the placement period the student is eligible to request a refund of the unused portion of the tuition fees from TPS.
- (Visit the TPS website for more information at www.tps.gov.au)
- The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund, although there may still be some references to the superseded terminology in the standards)

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students **must** meet. These standards cover a range of information students have a right to know and services that must be offered to them, including:

- orientation and access to support services to help students' study and adjust to life in Australia
- who the contact officer or officers are for overseas students
- if students can apply for course credit

- when a student's enrolment can be deferred, suspended or cancelled
- what a provider's requirements are for satisfactory progress in the courses and what support is available if students are not progressing well
- if attendance will be monitored, and a complaints and appeals process.

In making an enrolment decision, students should be aware that one of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six (6) months of their principal course of study.

If a student wants to transfer before, they have completed six months of their principal course they need their provider's permission.

At Educare College, students should note that requests for transfer within the restricted period may be refused under the following circumstances:

- if the request is not considered to be exceptional circumstances relating to the welfare of the students
- if the student has not utilised Educare College's support services or academic resources and assistance,
- if a valid offer letter from another provider has not been received
- if the transfer is perceived as detrimental to the student
- if the transfer request is based on a change of program and the requested program is offered by Educare College

Educare College will approve transfer requests within the six months restricted period in the following circumstances where students have supplied enough evidence in support of their claims:

- To change course to access greater support through the services of another provider than Educare College can provide
- The student demonstrates they are experiencing a threat to their physical or mental health and/or safety by remaining at Educare College, and demonstrates how this will be alleviated through transfer;
- The student is not coping in the program and has exhausted all avenues of Educare College academic support and assistance and has not improved their academic performance following an intervention strategy
- The student is required to move interstate and can provide supporting evidence
- The student can provide evidence that the program of study is not consistent with the documented program requested on the student's application
- Educare College is unable to continue to provide the program of study

Students will have 20 working days from receipt of a refusal notification to access Educare College's appeals process.

STUDENT RESPONSIBILITIES

As an overseas student on a student visa, students have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the written agreement with their education provider
- inform their provider if they change address
- maintain satisfactory course progress
- follow the provider's attendance policy

STUDENT VISA REQUIREMENTS:

According to the Department of Home Affairs (DOHA), "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you". Assessment factors include your financial capacity, English proficiency and other, relevant information that can demonstrate compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on DOHA Internet site on <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Academic Progress

MAINTAINING ATTENDANCE AND COURSE PROGRESS

The ESOS Legislative framework requires international students to study a full-time study load which is specified as a minimum of 20 hours per week of face to face teaching. The only reason a student may undertake a reduced study load is if they need to undertake a part-time enrolment to complete a course of study where they need to repeat one or more failed units for the first time. International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once.

Educare College recommends that all students attend 80% of classes, and scheduled work placement, to have the best opportunity to successfully complete the program of study within the expected duration of the program. Educare College will monitor students' attendance.

If a student is absent due to illness, they should provide a Doctor's certificate (from a registered medical practitioner with a provider number). A receipt is not sufficient. The medical certificate should be given to administration or your trainer on the first day of joining the class after the illness.

Students must be aware that if the class attendance falls below 80% of the scheduled contact hours, or there is an absence from class of more than five (5) consecutive days without prior approval, Educare College is required to review the student's course involvement, and provide counselling, implement an intervention strategy and, if necessary, report the student to the Secretary of the Department of Education and Training through PRISMS. If the student's attendance falls below the 80% minimum attendance requirement and the student also has an unsatisfactory course progress, Educare College will implement an intervention strategy to ensure course progress is able to be maintained. A warning letter will be served to students to notify them of the breach of the conditions of the student visa. Failure to improve on attendance and in course progression for two consecutive terms will be a ground for cancelling the enrolment of students.

COMPETENCY BASED TRAINING AND ASSESSMENT

Nationally recognised training programs such as Certificates and Diplomas are **competency based** which means that training and assessment activities or recognition skills and knowledge focuses on a students' ability to apply relevant knowledge and skills to demonstrate performance of workplace tasks to a standard specified by that industry.

The specific skills and knowledge required for workplace application are detailed in Units of Competency and these may be delivered on their own, or 'packaged' together by a training organisation to make up a nationally recognised qualification, based on the requirements specified in the Training Packages.

To be considered competent in any Unit of Competency students must be able to demonstrate the required skills and knowledge to complete work tasks in a range of situations and environments. This may include demonstrating performance and skills in real work situations or in simulated applications (such as case studies, projects, demonstrations) over a period.

Evidence (assessment) collected by assessors must sufficiently demonstrate the following:

- ✓ That a student can do the job or task to the required standard
- ✓ That a student understands why the job should be done in a specific way
- ✓ That students can handle unexpected issues or problems
- ✓ That students can work with others 'in a team'
- ✓ That students can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- ✓ That students know the industry or workplace legislation, rules and procedures

Competency based training and assessment is all about providing students with every opportunity to develop competencies. If evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) assessors will provide feedback and possibly additional support (such as allowing a student an opportunity to provide additional evidence, do more research or practice skills before they demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

Course Completion and Issuance of Qualification

Educare shall ensure qualifications issued are those that are currently on its scope of registration and certify the achievement of relevant AQF qualifications and on units of competency/accredited course. All Certificates (Certificate of Completion / Statement of Attainment) will be issued within 21 days of the student's final assessment being completed (providing all fees have been paid). The Principal Executive Officer shall have the only authority to sign AQF qualifications and Statement of Attainment.

COURSE DURATIONS:

- Students may apply to commence study from the beginning of each term.
- Classes are timetabled between 8:00 am and 5:00 pm, Monday to Friday dependant on individual course and class allocation. Work placement (unpaid) is a mandatory requirement of all Educare College courses and will be arranged by Educare College and included in course timetables.
- A three-hour teleconference/skype weekly tutorial will be available for all students in addition to their class and work placement schedule.
- On enrolment, students will be provided with a class timetable.
- Students are also expected to undertake additional study, which may include research, assignments, projects and other learning activities outside of programmed class times.
- Mandatory orientation will be scheduled for all students in the week prior to term commencement date.

DEFERMENT/SUSPENSION OF STUDY

Students may only defer course commencement for medical reasons (illness), or exceptional circumstances beyond the students' control, such as bereavement. Students need to support their application for deferment with evidence such as medical certificates. Weddings, pregnancy, festivals or family occasions are not acceptable. Students must specify the duration and reason for the deferral and should understand that visa cancellation may be initiated by DOHA if the deferral is for more than one semester.

In turn, Educare College will only defer or suspend a student enrolment on the grounds of compassionate or compelling circumstances and may suspend or cancel a student's enrolment for misbehaviour by the student (See Student Code of Behaviour, p. 13) or causing problems for other students, staff, the College's reputation and its relationship with other organisations or for breaking laws.

Educare College will also systematically monitor and assess the course progress of international students primarily to identify and offer support to students who are at risk of failing to meet course progress requirements.

As a registered provider, Educare College will monitor, record and assess the course progress of each student for each unit and will report students who fail to meet the course progress requirements.

To achieve satisfactory course progress, students must be competent in at least 50% of the units they are enrolled in any term period. Students who have been assessed as not competent may be re-assessed in accordance with Educare College's assessment policy. However, if the student is not competent after being reassessed, then the student will be considered to be not competent. Students who have been deemed not competent in 50 per cent or more of the units during each study period are identified as students 'at risk'.

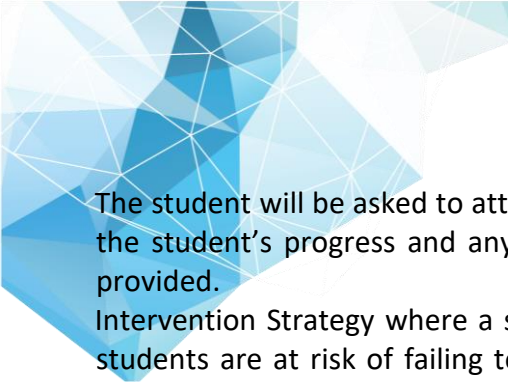
Educare College is entitled to determine the circumstances in which it will provide or refuse to provide a Release Letter. Where a student requests a transfer within the period of six months of commencement of their principal course Educare will assess the request for transfer against this policy.

Students must co-operate with the Educare Officer and attend any interviews or other appointments scheduled for them including in respect of support services provided by Educare.

Please refer to our Student Transfer Policy on our website.

EARLY INTERVENTION

Educare College adopts an early intervention approach to course progress. Trainers/assessors monitor each student's performance in each unit of competency in which they are enrolled. If a student appears to be having trouble, the trainer/assessor will notify the International Contact Officer.



The student will be asked to attend a meeting with the International Contact Officer and the trainer where the student's progress and any difficulties are discussed, and the appropriate support and assistance is provided.

Intervention Strategy where a student is identified as not meeting course progress requirements. Where students are at risk of failing to meet course progress requirements, Educare College will implement an Intervention Strategy to provide the student with academic support and assistance.

An Intervention Strategy is an individual plan developed by the International Contact Officer and the trainer/assessor in consultation with the student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency. The Intervention Strategy must be agreed to and signed by the Student Management Officer, the trainer and the Student, and a copy placed in the student's file.

Examples of intervention measures may include the following:

- Arranging extra learning support or tutorials;
- Arranging counselling for assistance with personal issues;
- Providing advice regarding study habits (i.e. maintaining required class attendance);
- Providing opportunities for students to be reassessed or to repeat subjects;
- Arranging to vary or reduce the enrolment load for the semester;
- Providing advice regarding course suitability.

Students who have been identified as being “**at risk**” at the end of each term will be sent a Course Progress Letter requiring them to attend a course counselling interview with the International Contact Officer within three (3) working days. The student's ‘at risk’ status will be discussed and an appropriate intervention (and support) strategy will be developed and formalised to enable the student to complete their studies.

The student will receive a copy of the program that is developed to achieve the required course progress with next review date on it. The trainer/assessor will also receive a copy of the program and will be required to submit a weekly academic involvement report outlining the student's progress.

The intervention strategy will be implemented until the end of the next term. It is the student's responsibility to ensure that they follow the intervention program that has been decided upon and to maintain contact with the trainer/assessor and/or the International Contact Officer.

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which he/she had not successfully completed in the previous term, and as a result he/she achieves competency in 50% or more of the units attempted in that previous study period, the International Contact Officer will review the student's academic history, and may cancel the intervention strategy, amend it or continue it unchanged to the end of the term.

The academic progress of each student with an intervention strategy will continue to be monitored for the remainder of the second study period and the student's results will be reviewed at the end. If satisfactory academic progress of 50% or more is achieved during that second term, the student will no longer be regarded as being ‘at risk’ and the intervention contract will no longer be in place.

UNSATISFACTORY COURSE PROGRESS

Students who do not achieve satisfactory course progress in two (2) consecutive terms will receive written notification of Educare College's **intention** to report their unsatisfactory progress to DET via the PRISMS system in accordance with Section 19.2 of the ESOS Act. The Department of Home Affairs (DOHA) will be automatically alerted, which may result in the cancellation of the student's visa.

Students will be advised how to access the Complaints and Appeals process. Students will have 20 working days in which to lodge an appeal against this intention.

After the appeals process is finalised, if the student is still considered to have failed to meet satisfactory course progress, Educare College will report the student to DET via PRISMS within 5 working days, and the

student will receive a Section 20 Notice. The student must present to (DOHA) within 28 days to explain the breach, or their student visa may be cancelled.

Copies of the letters, intervention support program and all other relevant documents will be placed in the students file and a Diary note be recorded using the Student Management Database.

One of the best ways for students to maintain acceptable course progress is to maintain attendance at classes.

PRIVACY

Information is collected during the student's enrolment to meet Educare College's obligations under the ESOS Act 2000 and the National Code 2017, to ensure student compliance with the conditions of the student visa and the student's obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2017*.

This information includes but is not limited to personal and contact details, address and the circumstances of any suspected breach by the student of a student visa condition.

Students agree that Educare College may use their email address supplied on enrolment to email any information they consider necessary.

Information collected about students during their enrolment can be provided, in certain circumstances, to the Australian Government (the Australian Skills Quality Authority (ASQA), the Department of Education and Training (Commonwealth) and (DOHA) and, if relevant, the Tuition Protection Service (TPS) Director. In other instances, information collected during the student's period of enrolment can be disclosed without the student's consent where authorised or required by law.

Students can access their own personal information held by Educare College and may request corrections to information that is incorrect or out of date.

Upon arriving in Australia students are required to advise the college of their **residential address**, including phone/mobile numbers, contact email address, emergency contact details and then advise any subsequent changes to these details

Educare College will also contact students at least every six (6) months during their enrolment and require them to confirm their personal details in writing.

The update of student contact details is very important. The college may send out warning notices to the student, which are aimed at helping to prevent breaches of student visa conditions. It is the student's responsibility and it is in the student's own interests that they always update their address details to ensure that important information about the course, tuition fees and possible breaches of the student visa are received.

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training delivered by an RTO are required to have a Unique Student Identifier (USI) before an award such as a qualification or statement of attainment can be issued.

A USI is effectively an individual's account or reference number that allows students to access all their training records, entered in the national vocational education and training (VET) data collection. The USI will enable students to find, collate and authenticate their VET achievements into a single transcript and:

- link information about VET achievements, regardless of where they studied
- enable students to easily access secure digital transcripts of their achievements
- give students access to, and more control over their educational information
- ensure that students' VET records are not lost

Training organisations will be able to verify student achievements to determine pre-requisites, credit transfer and Recognition of Prior Learning (RPL) if applicable. If students have already attained a USI they will need to provide Educare College (and other RTOs they may study with) with the USI on enrolment (or prior to results being finalised).

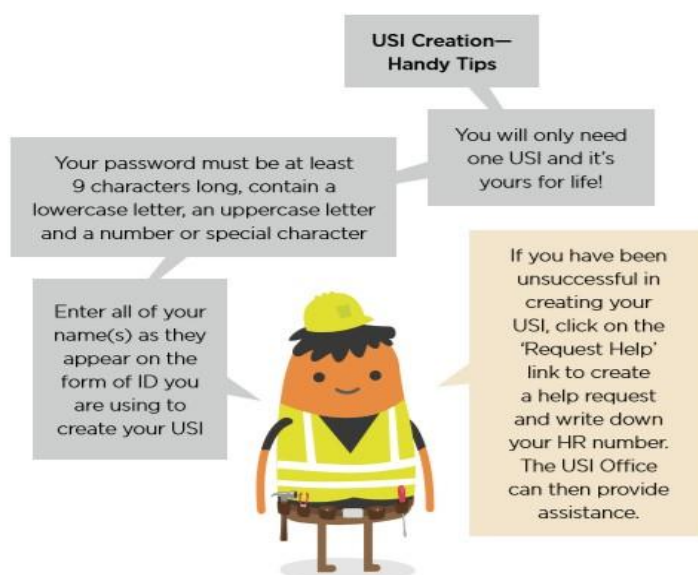
To obtain a USI students should visit

<http://usi.gov.au/Students/Pages/steps-to-create-your-Usi.aspx>

The USI is available online and at no cost.

STUDENT IDENTIFICATION NUMBER

Upon enrolment, you will be provided with your student number. You will need your student number for identification at exams, submitting assessments and for other important matters.



STUDENT CODE OF BEHAVIOUR

Educare College respects the beliefs and cultures of all people. All students are required to display tolerance towards the views of others, even when they conflict with their own. In return, students have the right to be respected for their own beliefs and culture.

The Student Code of Behaviour requires the following rights to be respected and adhered to at all the times by students.

- Maintain academic conduct and integrity
- Maintain attendance and course progress;
- Give all class members the opportunity to learn in a quite non-disruptive environment free of harassment and discrimination;
- Do not come to campus/ class or work placement under the influence of drugs (prohibited substances) or alcohol;
- Bring all resources and equipment required to complete learning and assessment. o Follow trainer/assessor instructions at all times; o Complete and submit assessment activities on or before due date
- Comply with Workplace Health and Safety obligations whilst on campus.

In accordance with the Anti-Discrimination Act 1991, Educare College does not tolerate any form of discrimination. Students have the right to work and learn in an environment free of discrimination and harassment, and in turn a responsibility to maintain this environment.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates degrades or humiliates an employee or student.

Individuals who have been subjected to bullying should report any incident to the Compliance and Training Manager.

Educare College in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984 considers sexual harassment an unacceptable and illegal form of behaviour that will not be tolerated under any circumstances.

Sexual harassment is any unwelcome conduct of a sexual nature. If a reasonable person would anticipate this behaviour might make you feel offended, humiliated or intimidated, it may be sexual harassment.

Sexual harassment is unlawful under the Sex Discrimination Act 1984 (Commonwealth).

Examples include:

- Sexually oriented jokes, innuendo or verbal abuse; o Non-verbal acts like leering or sexual body gestures;
- Physical contact such as patting, pinching or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Unwelcome invitations or telephone calls from colleagues at work or at home
- Sexual assault or rape

Any allegations of sexual harassment brought to the attention of Educare College will be promptly investigated.

Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined, up to and including termination of enrolment and/or reported to the appropriate authority.

Educare College will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any student or staff member to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

ACADEMIC CONDUCT - CHEATING, PLAGIARISM AND COLLUSION

Academic misconduct includes but is not limited to **cheating** - including supporting others in cheating, **plagiarism, collusion** – including working in groups where not approved by the teacher, **electronic plagiarism** and **falsifying** information.

Educare College is committed to upholding high standards of training and assessment and requires all students to:

- Participate in learning and training and conduct research with honesty and integrity
- Where necessary, acknowledge and seek permission to use the work of another
- Understand that all work submitted for assessment must be their own work and in no way falsified or completed by another person
- reference carefully the copyright works used to avoid plagiarism, which is 'academic misconduct'

The Principal Executive Officer may act to suspend or cancel a student's enrolment in circumstances where the student breaches the 'Student Code of Behaviour'. Options for actioning suspension or cancellation of a student's enrolment also includes if the student becomes the subject of an external state or commonwealth government investigation such as the police, tax office or immigration.

Decisions made by the Principal Executive Officer will be documented and provided in writing to the student as per Standard 13 of the National Code of Practice: Deferral, suspension and cancellation. The student has the right to appeal the decision as per the Complaints and Appeals policy and procedure.

Once the complaint or appeal has been resolved or where a student chooses not to lodge a complaint or appeal, Educare College must notify the Secretary of DET via PRISMS under section 19 of the ESOS Act within 14 days of the date that the appeal period ends. Educare College will not notify DOHA of any suspension or

cancellation whilst an internal appeal is being determined unless there are serious concerns regarding the student's welfare.

Serious concerns may include, but are not limited to:

- the student is missing;
- the student has medical concerns such as depression or psychological issues;
- the student engages or threatens to engage in behaviour which is believed to endanger other students;
- the student is at risk of committing a criminal offence.

The Student Code of Behaviour will be further discussed at orientation.

Educare College will engage law enforcement where students are involved in the following (but not limited to) cases;

- Possession of a weapon, including, but not limited to firearms;
- Trafficking in drugs and weapons;
- Robbery;
- Use of a weapon to cause bodily harm, or to threaten serious harm;
- Acts of vandalism causing extensive damage to school property or property located on college premises and bodily harm;

The National Code of Practice does not require Educare College to continue providing learning opportunities throughout the 20 working days allowed to appeal the decision and during the internal complaints and appeals process.

Based on the nature of the misconduct, Educare College will decide, on a case by case basis, whether to allow the student to continue to attend class, to make alternative study arrangements for the student, or to deny the student access to study opportunities.

In making such a decision Educare College will consider whether denying the student learning opportunities throughout the 20-day appeal period and during the internal complaints and appeals process may disadvantage the student in their subsequent studies should the complaints and appeals process find in their favour.

COMPLAINTS AND APPEALS POLICY

Educare College ensures that all stakeholders including students have access to a fair, equitable and efficient complaints and appeals process.

The definition of a **complaint** is

- An individual's expression of dissatisfaction with any service provided to them.
- Educare College students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

The definition of **Appeal** is

- a request to review a decision that has previously been made.
Students are initially encouraged to resolve concerns or difficulties with the person concerned before it becomes a formal complaint.

If a student is dissatisfied with the outcome of a decision, they may access an independent external body as required and as described in the External Appeals section of this document.

Internal complaints and appeals will incur no costs to the student. Educare College will ensure that prompt decisions will be made to ensure a student's visa will not be restricted and affect the student's stay in Australia. The Principal Executive Officer is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

Written agreements with the student and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws. This policy is applicable to all complaints and appeals made by students irrespective of the reason for the initial decision.

Informal Complaints Procedure

In the first instance, students are encouraged to try and resolve concerns or difficulties directly with the person involved. However, if the student is not comfortable with this approach or this approach is not possible for any reason, students may raise the matter with any Educare College staff member. If students are not satisfied with the outcome of the informal process they may register a formal complaint.

Formal Complaint Procedure

To register a formal complaint a student must complete the Student Complaint Form and contact the Student Management Officer to arrange a meeting.

Formal complaints can be emailed to: complaints@educare.edu.au or phone +61 07 3726 5399

At this meeting, the complaint can be discussed and a resolution attempted. The student may be accompanied and assisted by a support person at this meeting.

If a student is dissatisfied with the outcome of this meeting, then the student will have an opportunity to formally present their case (at no cost to the student), in writing or in person to the Compliance and Training Manager of Educare College.

The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting. The Compliance and Training Manager will endeavour to resolve the complaint with the student and any other parties who may be involved.

The resolution phase will commence within 10 working days of the complaint being lodged in writing. A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. Where it is expected that the complaint resolution may take more than 60 days, Educare will advise the student accordingly and continue to provide the student with progress updates of the process.

At the point of resolution, the Compliance and Training Manager will provide a written statement of the outcome, including the details of the reasons for the outcome by letter or email to the student (last known address). Educare College decision and reasons for the decision will be documented by the Compliance and Training Manager and placed in the student file.

Internal Appeals Procedure

Internal appeals may arise from many occurrences including but not limited to: appeals against assessment outcomes; appeals against disciplinary actions; and appeals against decisions arising from complaints. Generally, an appeal is a request by a student to reconsider a decision made by Educare College.

Students have the right to appeal decisions that they consider to be unfavourable and/or unreasonable; or where Educare College's intention is to report the student due to the following:

- Unsatisfactory academic progress
- Unsatisfactory attendance
- Non-payment of fees
- Other matters related to a student's program of study at Educare College.

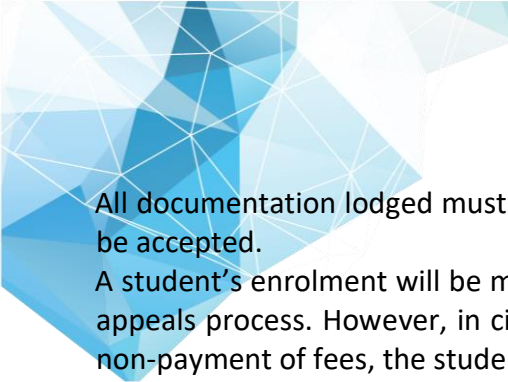
Students lodging an appeal must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. Appeals must be received within the timeframe specified above.

Students must submit their appeal in writing for consideration by an Appeals Committee, consisting of the Principal Executive Officer, and 2 other persons (such as relevant training and/or content expert, industry representative) not directly involved in the initial decision/assessment.

Where a student attends any meeting as part of the appeals process, the student has the right to be accompanied and assisted by a support person.

Students have up to 20 business days to lodge an internal appeal against Educare College's formal notification of intent to report the student.

Internal appeals for any other decisions related to a student's program of study at Educare College must be lodged within 5 business days of the date the decision was communicated to the student in writing. If an internal appeal is not lodged within the specified timeframe, the decision will stand.



All documentation lodged must be original documents or certified copies, no photocopies or facsimiles will be accepted.

A student's enrolment will be maintained and students are required to attend all classes during an internal appeals process. However, in circumstances where a student is issued with a letter of intent to report for non-payment of fees, the student may be excluded from the classes until all overdue fees are paid in full.

When a student is reported for **Unsatisfactory Course Progress**, Educare College will maintain the enrolment of the student, which means Educare College does not notify DET of any change to the student's enrolment status through PRISMS until both an internal and external appeal (if required) is complete which may support the Educare College decision to report.

The appeal resolution phase will commence within 10 working days of the internal appeal being lodged in writing. A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the Compliance and Training Manager with the costs of reassessment met by Educare College.

The student will be provided with a written statement of the outcome of the internal appeals process within 5 business days of the appeal hearing, including details of the reasons for the outcome, and any actions to be undertaken.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing, signed and dated by the student and the Principal Executive Officer and placed in the student file.

When the complaint handling and appeal process results in a decision that supports the student, Educare College will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.

External Appeals

If a student is not successful in the Educare College's internal complaints handling and appeals process, the College will advise the student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost. Educare College will nominate an independent external person or organisation to hear the complaint and propose a final resolution. This person or body will not be the same as any person or body that heard the original complaint.

The purpose of an external appeal process is to consider whether Educare College has followed the correct policies and procedures in making the appeal decision but is not to review the decision **previously made by** Educare College. Students who wish to have their case heard by an external body, must notify the Principal Executive Officer of their External Appeals lodgement detail within 5 business days from the date on the written notification of the outcome of the student's internal appeal.

If an appeal is lodged regarding Educare College's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, Educare College will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external appeals process is complete and has supported the provider's decision to report.

If an appeal is lodged regarding Educare College's decision to suspend or cancel a student's enrolment or suspend a student's enrolment due to misbehaviour, Educare College only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DET through PRISMS of the change to the student's enrolment. Once DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to either leave Australia, provide Department of Immigration and Border Protection (DIBP) with evidence that he or she has accessed an external appeals process or show DIBP a new Confirmation of Enrolment (CoE).

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students

wishing to take this course of action are advised to contact a legal representative and will incur all costs of this action.

Ombudsman

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au, email ombudsman@ombudsman.gov.au or phone 1300 362 072 for more information.

The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student.

The Overseas Students Ombudsman **can investigate complaints about** action taken by private providers in connection with overseas students. Complaints might, for example, be about:

- refusing admission to a course;
- fees and refunds;
- course or provider transfers;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by a provider;
- incorrect advice given by an education agent.

The Queensland Ombudsman's office may take several weeks to investigate the student's appeal. Should international students have concerns regarding their student visa during this time, they should seek advice from the Department of Immigration and Border Protection (DIBP).

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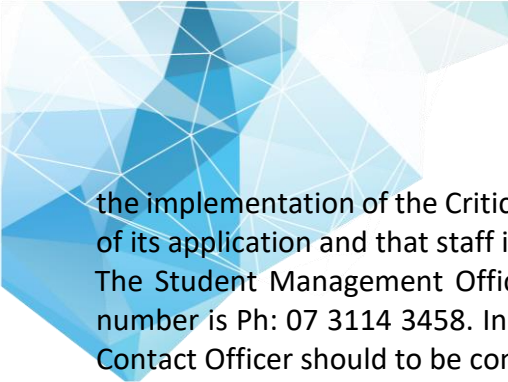
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CRITICAL INCIDENTS POLICY

Educare as per the Workplace Health and Safety Act 2011 has a Duty of Care to staff and students to ensure all measures are taken to prevent workplace accidents, injuries, critical incidents and illnesses. This legal obligation is to ensure these actions or inactions do not put others' health or safety at risk and ensure the most efficient means of controlling risk from a range of possibilities and be able to demonstrate that all that was practicable and reasonable was done to prevent harm. The Principal Executive Officer is responsible for



the implementation of the Critical Incident Policy and Procedure to ensure that staff and students are aware of its application and that staff implements all of the requirements.

The Student Management Officer is responsible for initial contact for any critical incidents. The contact number is Ph: 07 3114 3458. In case of the absence of the Student Management Officer, the International Contact Officer should be contacted on PH: 07 3114 3458 or Mob: 0428893176.

The National Code defines critical incidents as “a traumatic event, or the threat of such within or outside Australia which may cause death, extreme stress, fear or injury. This also may include:

- Missing students;
- Severe verbal or psychological aggression;
- Natural disaster;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Educare to notify DET and DOHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury (on or off campus), Educare has a duty of care to assist the student's family. This may include:

- Hiring interpreters;
- Deciding for hospital/funeral/memorial service/repatriation;
- Obtaining a death certificate;
- Assisting with personal items and affairs including insurance issues;
- Assisting with visa issues

CRITICAL INCIDENT PROCEDURE

Any staff member receiving news or information regarding a critical incident must contact the Student Management Officer / Compliance and Training Manager as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the Student Management Officer / Compliance and Training Manager must:

- Ensure a clear understanding of the known facts;
- If an emergency exists, contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response, which may include informing police, the Department of Immigration and Border Protection and the parents/guardians of the student involved;
- Consider the ‘National privacy principles’ (www.privacy.gov.au/materials) when making any statement to the media regarding the incident;
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the Compliance and Training Manager will, where appropriate, implement the following:

- Contact next of kin/significant other
- Inform all staff and students (if, and as, appropriate)
- Prepare a guideline to staff about what information to give students
- Prepare a written bulletin to staff and students if the matter is complex
- Brief staff and delegate a staff member to deal with telephone/on campus inquiries
- Manage media/publicity if applicable
- Identify students and staff members most closely involved with the incident or impacted by the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s;

- Arrange access to emergency funds if necessary.
- Record the incident in detail using the Critical Incident Form Report, including
 - The time of the incident;
 - The location and nature of the incident;
 - The names and roles of persons directly involved in the critical incident;
 - The action taken by Educare
 - The organisations and people contacted by Educare

ABOUT STAYING & STUDYING IN AUSTRALIA

Australia is a multicultural country, with much natural beauty including 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. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet.

BRISBANE, QUEENSLAND

- Brisbane is known for its wonderful climate, lifestyle and cultural diversity. It is a green city with many famous tourist attractions. It has one of the fastest growing economies in Australia.
- Brisbane is known for its comfortable, sub-tropical climate with humid summer temperatures rising up to the mid 30's. In winter, the weather is dry and generally mild. The days are usually bright and sunny with average temperatures around 17°C.
- The population of Brisbane is 2.2 million, making it Australia's third largest city.
- Brisbane has a multicultural population with 29.7% of its residents born overseas and 16% speaking a language other than English at home.
- Brisbane is also only about an hour's drive from Australia's iconic Gold Coast.
 - ✓ www.visitbrisbane.com.au
 - ✓ www.studybrisbane.com.au
 - ✓ www.mystudentguide.net/
 - ✓ www.studyinaustralia.gov.au/en
 - ✓ www.translink.com.au

LANGUAGE

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Educare College encourages all students to speak English on campus.

COSTS OF LIVING

In addition to paying the full cost of their courses, international students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by the institution. Under Australian visa regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa for Australia. From 1st of February 2018, the 12-month living cost is:

- **You** - \$20,290
- Partner or spouse - \$7,100

- **Child** - \$3,040

For further information, please see

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

ACCOMMODATION OPTIONS:

Australia has a variety of high standard student accommodation available to suit different budgets and needs and there are several long-term housing options, such as hostels (rooming houses), Homestay (living with a family in their home), and rental properties (either on your own or sharing with others). Educare College is in partnership with Australian Homestay Network to arrange the accommodation and airport reception requirements of International students: <http://www.homestaynetwork.org/homestay-brisbane/> Shared accommodation with other students is common and popular and student noticeboards and newspapers often advertise rooms, apartments and houses for rent.

✓ <https://www.studentone.com/>

✓ <https://www.urbanest.com.au/>

✓ <https://www.unilodge.com.au/>

Most accommodation, except homestay, does not include electrical appliances, household equipment, sheets and blankets etc. Second-hand household goods are available quite cheaply, but students may wish to bring some of their own basic items.

Websites (e.g. <http://www.domain.com.au> and <http://www.realestate.com.au>) list accommodation for rent and provide a good idea of the type and cost of accommodation that is available.

Similarly, specialised homestay providers may assist students with a range of homestay accommodation and meet and greet options

<https://www.brisbanehomestay.org/> | <http://www.homestaynetwork.org/public/students>

For further information please refer to the following websites:

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

AS A GUIDE ONLY, STUDENTS MAY EXPECT TO PAY FOLLOWING AMOUNTS TOWARD THEIR ACCOMODATION

- Full Board (Home stay) AUD\$300.00 - AU\$350.00 per week
- Student house AUD\$100.00 - AU\$150.00 per week
- Half - Board AUD\$ 70.00 – AUD\$100.00 per week (plus expenses)
- Leasing a House/Flat AUD\$200.00 - AUD\$300.00 per week (unfurnished) + expenses.
- A rental 'bond' equivalent to at least 4 weeks rent will be required prior to rental and utilities such as electricity and gas may also require upfront security deposits.

Schooling:

- If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:
 - It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
 - You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance.
 - The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
 - You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

- Where school aged children are included in a student visa application, schooling costs of (approximately) AUD \$8,000 per year for each child will need to be added to the amount of funds that are required. This amount is the minimum required for a visa application only and students are responsible for researching schooling costs, which may vary widely between states, territories, and schools in Australia.

For the international students with dependants, please consult the following websites for more information:

- <https://www.eqj.com.au/>
- <http://www.isg.qld.edu.au/international-students>

SAFETY

- Australia is a comparatively safe place to live with a relatively low crime rate, but students must take the necessary precautions to protect themselves, just like they would at home. Looking after their safety, health and overall wellbeing is important, especially while dealing with the added stresses of being in a new country and adjusting to a new way of life. It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night. Please refer to the following website for safety tips in Australia: <https://www.studyinaustralia.gov.au/global/live-in-australia/health-and-safety> Beach and Sun Safety
- Find here some common-sense guidelines to enjoying the beach safely. International students should always check with a lifeguard for up to date information on rips, stingers and general beach safety. As always, sun protection is recommended. Young children and weak swimmers need to take extra care at surf beaches as the waves and undertows can be more powerful than they look. For more information please visit: <http://www.rainbowbay.net/trainbrowbay/safety.html>
- Fire Safety
- Educare College has appointed a Fire Warden - who is aware of the workplace location of fire exits and is able to implement an evacuation in an emergency. During the orientation, the Fire warden will lead the students to the locations of fire exits and explain the process of evacuation. For more information please visit: <https://www.healthandsafetyhandbook.com.au/7-key-duties-of-a-fire-warden/>


MONEY MATTERS

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal. To open a bank account, you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account
- Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system.
- 100 points of identification is required to establish your identity as the person who will be named in the account.
- Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia.
- After this time, you will be required to produce additional documentation. As a student, you will be able to open an account with special student benefits.
- Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts.
- You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.
- Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time, you are setting up your account you can request these services from your bank.

TRAVEL

Australia is one of the top tourist destinations in the world. Many tourism activities in Australia are based on cultural festivals, such as Chinese New Year and Easter. Australia is famous around the world for its unique sporting events like surf carnivals, test series (Cricket) Australia vs. India, the Australian Formula One Grand Prix,



the Melbourne Cup, and the Australian Tennis Open. Other attractions that appeal to travellers are Australia's unique flora and fauna, national parks, beaches, reefs, lakes, rivers, deserts and the Kimberley region in far North-Western Australia, which is one of the oldest geological areas on earth. The world-renowned theme parks on the Gold Coast (e.g. Sea World and Movie World) are very popular and the Gold Coast is one of the most popular destinations both for domestic and international visitors in Australia.

Aboriginal Australia is about sharing the world's most ancient living culture, best expressed through art, storytelling, dance, music and the land itself. For the adventurous traveller, this means learning about traditional Aboriginal practices as well as contemporary interpretations. Australia's major cities Sydney, Melbourne, Adelaide and Brisbane showcase the nation's young and free-spirited way of life. Here, visitors can enjoy our outdoor lifestyle, see Australia in its architecture and fashion, experience it in its multicultural precincts, shops, theatres and bars, observe it in our people, taste it in our food and smell it in our oceans and bushland.

WORKING IN AUSTRALIA

- Students must not engage in work in Australia for more than 40 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences. A fortnight means a period of fourteen (14) days, commencing on any Monday and ending on the second following Sunday.
- Please note: No work restriction (limits) apply during recognised periods of holidays (i.e. any scheduled course breaks and official Educare College holidays). For further information please refer to the following website:
- <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>
- There are a number of ways to find work in Australia. Students can find job advertisements in local newspapers and on websites such as <http://www.seek.com.au>, <http://www.careerone.com.au> and <http://www.mycareer.com>, <http://www.govolunteer.com.au>
- Many international students work part time or casually to help support themselves while studying in
- Australia. No matter where they are from, international students get the same pay and conditions as
- Australian employees. <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>
- You must obtain a Tax File Number (TFN) from the Australian Taxation Office (ATO) to be able to work in Australia. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.
- Students are encouraged to maintain a work diary to ensure their rights are met and can also refer to further support information at - <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

Why do you need a work diary?

There are rules about what hours you work, how much you get paid and how often you can have a break. A work diary will help you keep track of your work and help you check your pay and other entitlements. You can also use it to write down things that happen at work if a problem comes up. You can use any diary to keep records or even your iPhone or iPad.

What should you put in your work diary?

A work diary should record all the details about your work like:

- roster times
- the time you start, and finish work each day

Keeping these details in your work record will help you work out your pay.

You can check out the Fair Work Ombudsman's website for information about pay at www.fairwork.gov.au/pay and other work entitlements like breaks at www.fairwork.gov.au/employeeentitlements.

How do I use my work diary?

Fill in your diary every day you work. Your employer should have records of your work so you don't have to give your diary to them. But if you must talk to your supervisor or boss about your entitlements or a problem, you should give them a copy of the parts of the diary that you filled in on those days. You can show your work diary to someone else who is helping you with a problem with your entitlements, like the Fair Work Ombudsman. You can also use your work diary if you have to go to court to get your entitlements. If you use your personal diary as your work diary, you can cover up personal information before sharing it with others. Find information about working in Australia

for international students and visa holders and migrant workers at www.fairwork.gov.au/internationalstudents. The Fair Work Ombudsman has information about your rights and protections at work in 27 languages at www.fairwork.gov.au/languages. Check out the Fair Work Ombudsman's *Starting a new job guide* which will help you understand your rights and responsibilities when settling into a new job at www.fairwork.gov.au/newjob. The guide has been translated, including into Chinese, Korean and Vietnamese. You can find the language versions on the relevant language page. You can also ask the Fair Work Ombudsman for help if something isn't right and you and your employer can't sort it out. Visit www.fairwork.gov.au/help for more information about this.

GPO Box 442
Canberra ACT 2601
www.oso.gov.au e-mail: overseas.students@ombudsman.gov.au (1300 362 072 within Australia between 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST)) (612) 6276 0111 outside Australia

QUEENSLAND LAW AND REGULATIONS

Smoking:

Unlike some other countries, Australia has tough anti-smoking legislation. No smoking is allowed inside any enclosed public space. This includes all Educare College buildings, toilets and stairwells. Students who wish to smoke in personal time or study break times need to go outside and be at least 5 metres away from any building entrances as some public outdoor spaces are also smoke free (no smoking) areas. The following (but not limited to) public outdoor places are smoke-free

- within 10 metres of children's play equipment
- patrolled beaches (between flags)
- artificial beaches (between sunrise and sunset)
- commercial outdoor eating and drinking areas
- major sport stadiums
- pedestrian malls and public transport waiting points, including Queen St Mall in Brisbane between Edward St and George St
- within 4 metres of non-residential building entrances

The Brisbane City Council may issue on-the-spot fines of \$220 to anyone found smoking in a no-smoking area

Drinking

The legal drinking age in Australia is 18 years or older. You may be asked for identification at any licensed premises or if you wish to purchase alcohol. In Queensland it is an offence to drink or possess an opened alcoholic beverage in a public place (parks, beaches).

Traffic

Australians drive on the left side of the road with the steering wheel located on the right side of the vehicle. Australia has many road rules, please see the link below for more information of driving in Australia. <https://www.qld.gov.au/transport/licensing/driverlicensing/overseas/driving>

LEGAL

International students can seek legal advice in relation to immigration (visas), discrimination and many other matters. Legal advice and assistance can be obtained for free or at minimal cost. For further information please see below:

Legal Aid Queensland can provide legal advice. Their number is 1300 651188 (cost of a local call from a fixed line). Also see: www.legalaid.qld.gov.au.



STUDENT VISA CONDITIONS

Condition Number: 8105

Applicable to: All Students

- You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course).
- A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
- You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider.
- You cannot start paid work until you have started your course in Australia.
- No work limits apply if you are studying a master's by research or Doctorate course in Australia.

Condition Number: 8202

Applicable to: All Students

- You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).
- Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses
- You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

Condition Number: 8303

Applicable to: All Students

You must not be involved in activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.

Condition Number: 8501

Applicable to: All Students

- You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Condition Number: 8516

Applicable to: All Students

You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have enough financial capacity to support your study and stay in Australia.

Condition Number: 8517

Applicable to: All Students

You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application.

Condition Number: 8517**Applicable to: All Students**

If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.

To maintain your welfare, you must stay in Australia with either the following:

- your parent or legal custodian
- a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character
- have accommodation, support and general welfare arrangements in place that have been approved by your education provider.

You must not change your arrangements without the written approval of your education provider.

If your welfare arrangements are approved by your education provider, you must not travel to Australia until your welfare arrangements start.

Condition Number: 8534**Applicable to: All Students**

While you remain in Australia, you are not entitled to be granted a further substantive visa, other than:

- a protection visas
- a Temporary Graduate visa (subclass 485)
- a Student Guardian visa (subclass 590).

Helpful Services

Educare College aim to provide all relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the service at no additional cost to the overseas student.

Overseas Students Ombudsman

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

ESSENTIAL NUMBERS AND CONTACT DETAILS

Type of Service	Name of Service	Tel. Number
Brisbane Hospitals	https://www.blogberi.com/hospitals/hospitals-in-brisbane	1800 133 392
Queen Elizabeth II Jubilee Hospital	Kessels Road, Coopers Plains QLD 4108	07 3275 6111
Princess Alexandra Hospital	Ipswich Road, Woolloongabba QLD 4102	07 3176 2111
Royal Brisbane Hospital	Bowen Bride Road & Butterfield Street, Herston QLD 4029	07 3646 8111
Gold Coast University Hospital	1 Hospital Boulevard, Southport QLD 4215	1300 744 284
Health Services Information	http://www.globemedical.com.au/adelaide/interact/blog/gp-vs-hospitals-medicines-oshc.html	WEBSITE FORM
Legal Services Information	http://www.legalaid.qld.gov.au/Home	WEBSITE FORM
Reach out	https://au.reachout.com/	WEBSITE FORM
Department of Home Affairs - Visa Help & Assistance	http://www.homeaffairs.gov.au/	WEBSITE FORM
Council of International Students Australia	http://www.cisa.edu.au/	WEBSITE FORM
Australian Federation of International Students	http://www.afis.org.au/	WEBSITE FORM

TIS Translating and Interpreting Service	https://www.tisnational.gov.au/	WEBSITE FORM
Certified Translation	National Accreditation Authority for Translators & Interpreters (NAATI)	3393 1358
Free Health Advice Line	13 HEALTH (13 43 25 84) is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week for the cost of a local call. 13 HEALTH provides qualified health advice—it is not a diagnostic service and should not replace medical consultation. In an emergency always dial 000.	13 43 25 84
Local Embassies or Consular Representatives	Dept of Foreign Affairs and Trade	1300 555 135
Australian Search and Rescue	Australian Search and Rescue	1800 627 484
Qlife (LGPTI counselling service)	QLife is Australia's first nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI)	1800 184 527
Local police – non-urgent matters	Police attendance for non-urgent matters (except Victoria)	131444

CRITICAL INCIDENT EMERGENCY NUMBERS AND CONTACT DETAILS:

Type of Service	Name of Service	Tel. Number
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence Domestic Violence	Domestic Violence 24X7	1800 811 811
Animal Diseases	Emergency Animal Disease Watch	1800 675 888
Problem Gambling Counselling	Gamblers Anonymous	1800 858 858
Quit Smoking	Quit Line	131 848
Lifeline	Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental well-being. Lifeline offers support services by phone or through their online chat available on their website	131 114
Poison Information	Poison Information Centre	131 126

Grief Counselling/Suicide Prevention	Salvation Army	1300 363 622
Interpreting Services	Qld Government Interpreters	131 450
Local Embassies or Consular Representatives	Dept of Foreign Affairs and Trade	1300 555 135
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Emergency	Service Details - Life threatening situations, such as a car crash or a fire.	000

EDUCARE KEY MANAGEMENT STAFF CONTACT DETAILS

CEO MANAGING DIRECTOR	GENERAL MANAGER	COMPLIANCE MANAGER
Mr. David Gross	Stacey Carey	Gael Sparks
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P: 1300 338 227 07 31143458	P: 1300 338 227 07 31143458	P: 1300 338 227 07 31143458

STUDENT ENROLMENT OFFICER	ADMIN & STUDENT SERVICES	SALES & MARKETING
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THANK YOU FOR CHOOSING EDUCARE COLLEGE AND TRUST YOU WILL THRIVE IN OUR LEARNING ENVIRONMENT WHICH WILL ASSIST YOU ACHIEVE ALL FUTURE CAREER & PROFESSIONAL DEVELOPMENT GOALS

Schedule 1 — English language tests and minimum test scores

English language tests			
Item	Column 1: Test name	Column 2: Acronym/ also known as	Column 3: Minimum test score
1	International English Language Testing system	IELTS Test	(a) Overall band score 5.5; or (b) Overall band score 5 if packaged with at least 10 weeks' ELICOS; or (c) Overall band score of 4.5 if packaged with at least 20 weeks' ELICOS.
2	Test of English as a Foreign Language internet-based test	TOEFL iBT	(a) 46; or (b) 35, if packaged with at least 10 weeks' ELICOS ; or (c) 32, if packaged with at least 20 weeks' ELICOS.
3	Cambridge English: Advanced (CAE) test	Certificate in Advanced English	(a) 162; or (b) 154, if packaged with at least 10 weeks' ELICOS; or (c) 147, if packaged with at least 20 weeks' ELICOS.
4	Pearson Test of English Academic	PTE	(a) 42; or (b) 36, if packaged with at least 10 weeks' ELICOS; or (c) 30, if packaged with at least 20 weeks' ELICOS.
5	Occupational English Test	OET	a score of at least B for each test component of the OET.

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

All information provided is taken from the Department of Home Affairs website.

The table refers to the English language test providers and the minimum scores you must achieve to meet the Student visa English language requirement.

English language test providers	Minimum score	Minimum score and at least 10 weeks English Language Intensive Courses for Overseas Students (ELICOS)	Minimum score and at least 20 weeks ELICOS
International English Language Testing System (IELTS) ↗	5.5	5	4.5
TOEFL internet-based test ↗	46	35	32
Cambridge English: Advanced (Certificate in Advanced English) ↗	162	154	147
Pearson Test of English Academic (PTE Academic) ↗	42	36	30
Occupational English Test ↗	B for each test component	N/A	N/A

English language evidence exemptions

You do not need to provide evidence of an English test score with your visa application if one of the following applies:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
- you are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES)
- you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), or a registered post-graduate research course
- you have completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- in the two years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

NOTE: This information is current as at 15 December 2021 and is subject to change without notice.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant>

PRIVACY POLICY

Educare Institute Australasia Pty Ltd t/a Educare College **RTO Provider No: 40699 and CRICOS Provider No: 03669G** is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. Educare College complies with the *Privacy Act 1988 including the 13 Australian Privacy Principles (APPs)* as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.