



STUDENT HANDBOOK

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Welcome

Austech Business Institute (ABI) is a Registered Training Organisation, under CRICOS and issues nationally accredited qualifications in a range of courses in Business Administration and Management areas.

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

Our staffs are fully qualified and have a wide range of experience in the industry to support you in your study.

Purpose of handbook

The purpose of the Student Handbook is to provide you with information to assist you in resolving any questions that you may have during the course of your study with ABI. In addition, you will also find information on our courses, training options, campus and service standards.

Whilst the handbook provides you with information relating to your student visa requirements – this information is **not** provided as immigration advice and you must, for all visa related issues, obtain professional advice including referring your inquiries to the Department of Immigration and Border Protection (DIBP).

Please refer to this handbook to support you in your study.

Student induction and acknowledgement

All registered students will be provided with an induction process on the first day of training by the Administration Officer or an ABI representative.

During this induction ABI policies and procedures will be discussed and ABI representative will answer any of your questions.

Where to find student information

Student information about ABI, courses and systems (policies and procedures, forms) can be accessed by either:

- contacting ABI Administration Office directly
- On our website www.ausbizi.nsw.edu.au
- This handbook
- Enrolment Form
- Letter of Offer and Acceptance, Written Student Agreement

Student Information regarding the Australian Vocational Education and Training Framework, rights and obligations of ABI towards you as a student and yourself as a student to ABI can be found in all of the information sources as listed above plus:

- www.asqa.gov.au
- www.australia.gov.au
- www.cricos.education.gov.au

Student information regarding your visa, immigration, CRICOS, reporting requirements or the impacts of any changes to your individual circumstance must be found through government or professional sources including:

- www.studyinaustralia.gov.au
- www.australia.gov.au

- www.immi.gov.au

Changes to handbook

The Student Handbook is reviewed at the end of each calendar year. However, if changes occur that impact you, ABI will inform you via a written notice. You will always find the latest version of the Student Handbook by contacting ABI Administration Office and visiting our website. www.ausbizi.nsw.edu.au

Student enquiries

At any time during your course, should you have any questions about ABI, your studies, progress, special needs or changing circumstances, training programs, complaints or appeals or would like more information on our policies and procedures, please contact our Administration Office staff on 95997000 who will be happy to assist you.

Alternatively, you can organise a meeting with ABI staff or access current ABI information on our website or lodge a request.

Out of Hours Emergency Contact

In the event that a student experiences an emergency e.g. accident, incident, critical incident that requires the student to contact ABI staff outside of working hours, students are required to use the following number 0418260833

Common words and acronyms used

ASQA: Australian Skills Quality Authority

CT: Credit Transfer

AQF: Australian Qualifications Framework

RPL: Recognised Prior Learning

RTO: Registered Training Organisation

VET: Vocational Education and Training

DIBP: Department of Immigration and Border Protection

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

YOUR ABI

ABI Programs

As a Registered Training Organisation, ABI offers a range of accredited AQF industry and professional training specialist courses. ABI courses are suitable for those who either aspire to enter employment, or are currently working and wish to formalise or advance their qualifications to progress their careers or wish to further their education and move onto higher learning. The full ABI CRICOS course scope can be accessed at: www.training.gov.au

Maximising Student Learning Outcomes

ABI maintains a learning environment that is based on the principles of Access & Equity, Anti-discrimination/prejudice and non-harassment. ABI also designs programs using flexible delivery and

assessment modes. In this way, no student is disadvantaged in their opportunity to maximise their learning outcomes.

To further maximise student learning outcomes, ABI believes in Academic Integrity that ensures that students do not undertake practices that will limit their learning, such as plagiarism, copying and handing in another students work.

Provision Of Quality Training

As a Registered Training Organisation, ABI is fully dedicated to ensuring that strategies are in place to provide quality training and assessment (products and services) across all of its operations.

Staff, facilities, equipment, training and assessment materials meet the quality assurance requirements of the Training Package, Australian Qualifications Framework, 2015 Standards for Registered Training Organisations, regulatory, licensing and industry requirements.

All student information about ABI quality training systems can be accessed by either the:

- ABI directly or
- Through government websites (www.training.gov.au) and (www.ASQA.gov.au)

Your Campus

ABI delivers and assesses from a campus that has been designed to provide all of the facilities, equipment and resources required to undertake training programs. The entire campus should be viewed by learners as simulating a work place.

Student Training Options

As an international student (on a student visa) you are required to attend face –to-face training on ABI premises. ABI offers flexible training options designed to meet these training needs including:

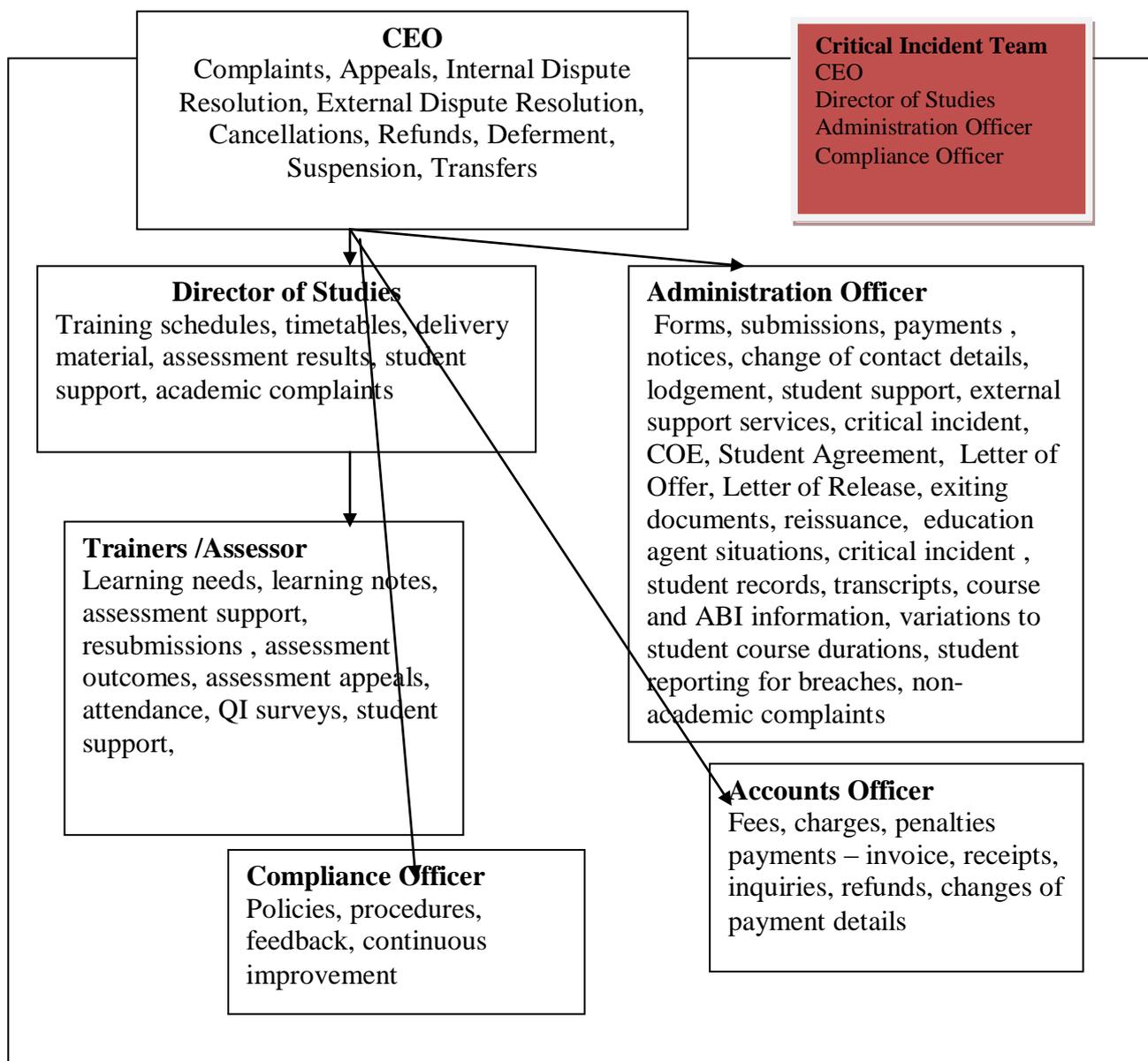
- Face-to-face classroom based courses
- Training schedule – in shifts
- Allocated classrooms
- Allocated trainers
- Allocated equipment and resources

ABI runs face-to-face classes offered as shifts. Our average class size varies from course to course. Business references, internet search facilities, communications, administration functions are available for each student to use during training. Students are advised to bring their own laptops tot the classrooms. Our campus also has kitchen, toilet and emergency exit facilities and signage.

However ABI is aware that under the National Code 2007 there are delivery options which are available to international students. If required ABI will use a mixed mode approach to training and incorporate distance, work based practical training and work placement as required and allowed. The delivery modes or changes to these modes will be communicated to you in written notices prior to commencement of your training, if any.

How you can use our Staff Structure

ABI has an organisational structure which is headed by the CEO. Each staff position has specific duties and responsibilities. Students should, wherever possible, discuss any issues with the staff member involved or direct the inquiry to the relevant head of department.



STUDENT PROTECTION

ABI Compliance and Student Service Standards

ABI, through the implementation and continuous improvement of policies and procedures aims to provide quality assured training products and services to students at all times.

We are committed to developing, monitoring and reporting on our service standards in areas of importance to all ABI stakeholders (students, staff, management, and industry and government authorities).

The student service and compliance benchmarks and points for continuous improvement of all ABI systems, products and services are contained in.

- The 2015 Standards for ABIs
 - www.asqa.gov.au/standards
- ESOS Framework (ESOS Act and Regulations, National Code)
 - [National Code 2007](#)

- [National Code Explanatory Guide - Part D](#)
- [ESOS Framework](#)

These standards also provide the benchmark for our service standards as the minimum level of performance you can expect when dealing with us.

Student Protection Through Legislation

For your protection as a student, ABI maintains governance arrangements across all of its operations, within its scope of operation. ABI's Chief Executive Officer ensures that ABI complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF) as well as all CRICOS and ESOS Framework requirements.

There is a range of legislation and regulation that affects your participation in Vocational Education and Training as a student, an international student and as a consumer.

State & Commonwealth Legislation: (current as at 2015) includes:

- Work, Health and Safety Act
- Racial And Religious Tolerance Act
- Equal Opportunity Act
- Racial Discrimination Act (Commonwealth)
- Sex Discrimination Act (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act (Commonwealth)
- Disability Discrimination Act (Commonwealth)
- Age Discrimination Act (Commonwealth)
- Disability Standards for Education (Commonwealth)
- National Privacy Principles (Commonwealth)
- Privacy (Private Sector) Regulations (Commonwealth)
- NSW State Based Legislation
- Consumer Protection Legislation
- ESOS Framework
 - Education Services for Overseas Students Act (the ESOS Act) 2000 the ESOS Act; ESOS Regulations; National Code 2007

As this legislation is continually being updated, students are required to access the most current versions. You may view and download these Acts at the [Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.

You may also access the current 2015 Standards that govern ABIs at: www.asqa.gov.au

Any change to your study situation or ceasing study before completion of your course may affect your visa. Please contact Department of Immigration and Border Protection (DIBP) and visit www.immi.gov.au for assistance.

Protection of Student Fees Paid in Advance: the TPS

ABI makes provision to safeguard students' fees/funds, as all course fee payments are made in advance of the product and service being provided and used.

ABI course fee payment schedule includes an enrolment fee (as a first instalment of the course fee) followed by a series of scheduled fee instalments throughout the period of study.

To protect all student fees paid in advance ABI:

1. Under the 2015 ABI Standards does not, regardless of the total course fees payable to ABI, require a payment of over \$1500 either prior to the start of training or for any subsequent fee payment.
2. Under the changed TPS rules, ABI will not collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less.
3. After you start your course, ABI will not require you to pay any remaining tuition fees until two weeks before your second study period.

NOTE: Any money you pay to ABI that is not directly related to your course, such as for homestay accommodation, is not protected under the TPS.

Further information about ABI course fees is detailed on the Enrolment Application Form – a copy of which can be found from ABI Administration Office / website. Comprehensive information on payment due dates & amounts, late payment fee and other conditions of enrolment are provided in Letter of Offer and Acceptance – Student Written Agreement. This offer is issued as successful outcomes of an Enrolment Application and aims to give detailed information to the student before acceptance of ABI offer. Students need to accept the offer by signing the last page of the offer as an evidence of acceptance.

Note that if at any time this policy changes, ABI will notify all students as soon as practically possible and enact a strategy designed to protect these fees. The approved list of strategies can be found as Schedule 6, Appendix 2 of the 2015 RTO Standards at www.asqa.gov.au.

In the unlikely event that ABI can no longer provide the training services that you registered for you are also protected through the TPS

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that 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

You may access student information regarding the TPS at www.tps.gov.au

For more information regarding the TPS and the protection of your student fees or to lodge a complaint or seek assistance visit the relevant state Overseas Student Ombudsman website at www.oso.gov.au, or visit www.aei.gov.au or phone (+61 2) 6240 5069 to find out more about your rights and responsibilities.

Student protection and WH&S

ABI executes its duty of care to all stakeholders (including visitors, contractors, students and temporary staff) in the provision of a WH&S - safe working environment. This duty of care extends to the provision of WH&S feedback and warning mechanisms and periodic audits. You are required,

as part of your Duty of Care, to practice safe conduct whilst on premises and when using equipment and to report any hazards, accidents or incidents when on ABI premises. For further information about WH&S requirements, refer to Administration Office.

Face to face students wishing to notify ABI of WH&S hazards or to report accidents or incidents on ABI premises can:

- Contact Administration Office / Reception Directly
- Report the accident or incident immediately to the first available ABI staff member
- Lodge a report at Reception
- Use the Accident/Incident Report form

Student Protection through Complaints and Appeals

ABI recognises that students are paying consumers of ABI products and services and hence must have their consumer rights protected at all times.

This includes complaints and appeals involving the:

- ABIs trainers, assessors and staff
- Any third party providing services on behalf of ABI
- Another learner or client of ABI

To protect students ABI implements a written, transparent and fair Complaints and Appeals Policy and Procedure that ensures students complaints and appeals are addressed effectively and efficiently.

At no time does the existence and implementation of this (or any) ABI policy remove the right of a student to seek independent legal advice.

ABI charges no fee for internal and referring to external and any costs related to independent support or legal support will be student's responsibility.

A student needs to decide the appropriate action to take:

- Take no action-
 - informal complaint
 - Make comments or suggestions
- Make a formal written complaint
- Make an appeal
- Use the Internal Complaints and Appeals mechanism
- Use the External Complaints and Appeals mechanism
- Involve their own independent support or legal representation at any time
- Right to go to External Resolution if not satisfied with internal

Recent changes to the ESOS Act make externally provided protections for international students even stronger. Additionally an Overseas Students Ombudsman was established in 2011 to assist overseas students who have a complaint about a private provider.

The Overseas Students Ombudsman can be contacted via: www.oso.gov.au, or visit www.aei.gov.au or phone (+61 2) 6240 5069 to find out more about your rights and responsibilities as an international student studying in Australia. This is a free of charge service for all international students in Australia.

Student Protection through Cancellation and Refund

ABI provides a Cancellation and Refund policy and procedure which acts as a refund guideline for all potential and currently enrolled students. All requests for refunds must be made *in writing* to Administration Office and must be accompanied by relevant supporting documentation. Each refund application will be considered on a case basis and ABI will respond to all applications in writing within a prescribed time frame.

Information regarding the ABI Cancellation and Refund policy and procedure can be found on our enrolment form, Letter of Offer, ABI website or by contacting Administration Office.

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

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

You may access student information regarding the TPS at www.tps.gov.au

ABI will maintain the provision of student enrolment and training services while the complaint and appeals process is going on. During the process of complaint and appeal any absence from classes or unsatisfactory course progress will activate the relevant ABI policy and procedure

All written/formal complaints and appeals will result in an outcome letter going to the student. The letter will identify the decision and immediate implementation of corrective actions.

NOTE: Ceasing your studies will affect your student visa. You are required to contact the DIBP

STUDENT REQUIREMENTS

Supervised and Self Study

It is a requirement of Enrolment and of your student visa that you maintain your studies at all times with the goal of obtaining your training outcome as identified on your Confirmation of Enrolment document (COE). This includes supporting your supervised training e.g. classroom based learning with self-study – which will be supported by ABI. It is the combination of required classroom training plus supported self-study plus any work based training and work placement that makes up the total volume of training time required for a student to successfully complete the course.

Required Participation in the USI Scheme

All students, including international students, studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow you online access to your training records and results (transcript) through your online USI account.

- A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive your statement of attainment or qualification.

- The USI will be available online and at no cost to you.
- This USI will stay with you for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.
- You can access your USI accounts online from computers, tablets or your smart phones anytime.

As a student of ABI you are required to participate in the Unique Student Identifier (USI) Scheme as enabled by the Student identifiers Act 2014. By obtaining your USI will allow you to access to a single online record of your VET achievements, which also allows reliable conformation of these achievements by employers and other RTOs.

To participate in the USI scheme you are required to provide your verified USI to ABI at the time of your enrolment with ABI.

Maintaining current Student Contact Details

It is very important that ABI as your training provider has your correct contact details and you are encouraged to update these whenever they change, however these must be updated at least every six months.

The details required are a current:

- residential/ mailing address
- mobile phone number
- email address (if you have one)

Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TPS or any other government department.

NOTE: It is your responsibility to keep your contact details up to date with ABI

Maintaining Satisfactory Attendance

It is a condition of holding a student visa in Australia and a condition of remaining a registered student with ABI that international students maintain a satisfactory average course attendance at all times.

The yearly delivery schedule is divided into 2 x 6 month semesters – each semester consisting of 2 terms of 3 months in duration, with ABI study breaks. At ABI the terms are taken as mandatory study periods.

It is mandatory that you attend your training at the designated ABI campus throughout each term – maintaining between 100%-80% average term attendance with satisfactory academic course progress at all times.

Your attendance will be taken daily for each scheduled training session.

Your trainer/assessor will record if you have attended:

1. arrived on time
2. arrived late i.e. within the first half of the session
3. left at the end of the session
4. left early i.e. at any other time after your arrival

Arrival and departure on time will result in full attendance being recorded- whilst arrival or departure early will result in an automatic 50% reduction in time recorded.

ABI will implement an early intervention system and issue Attendance Warning letters and an Intention to Report Notice prior to reporting a student to DIBP.

This will result in the following being issued by our Administration Office:

- Attendance Warning Letter 1: at 90% attendance
- Attendance Warning Letter 2: at 80% attendance
- Unsatisfactory Attendance Reporting Letter and Intention to Report Notice: under 80%

These letters will warn of the imminent reporting and possible loss of student visa if the lack of attendance is not satisfactorily explained and ceases.

Note:

- Non-attendance for 5 or more consecutive days without approval will also result in the issuance of warning letters and an Intention to Report Notice prior to reporting a student
- A student whose attendance falls between 80% - 70% but maintains satisfactory academic progress throughout this period may not be reported following an appeal to ABI
- Students may access ABI Complaints and Appeals system with respect to notices to report. However students must access within 20 days of receiving the notice or ABI will report.

Maintaining Satisfactory Academic Progress

Students on a student visa are required to maintain satisfactory academic course progress at all times. Where **satisfactory academic course progress** is defined as:

A student, who at their current rate of academic progress, will be able to achieve their academic goal within their course duration– as stipulated in their COE

The yearly delivery schedule is divided into 2 x 6 month semesters – each semester consisting of 2 terms of 3 months in duration with course study breaks. Study breaks can differ from course to course. The terms are mandatory study periods during which ABI schedules training.

To maintain satisfactory academic course progress requires students to maintain a rate of progress where the student has received a competent result for 50% or more of the term requirements. For example

Term	No of UOCs in the term ie term study requirements	How many UOCs must a student get 'Competent' (C) to maintain satisfactory progress
1	4	2
2	5	2
3	6	3
4	8	4

UOC: Unit of Competency

Within each term ABI schedules the training of units of competency each with assessment due dates. Students are required to submit completed assessments by the required date (or make an appeal to the trainer/assessor for a submission extension).

The following students will receive Not Yet Competent (NYC) result:

- Students not submitting assessments
- Students submitting assessments outside of the required time
- Students submitting sub-standard assessments
- Students caught cheating / plagiarising

This might be able to be reversed if the student successfully appeals for a resubmission.

NYC results are not satisfactory academic results and will contribute to the student not achieving satisfactory academic progress.

ABI will implement an early intervention process to warn and counsel students who are *at risk* of not achieving satisfactory academic progress before a point of Unsatisfactory Academic Progress is reached.

This will result in the following being issued by Administration Office:

Academic Progress Warning Letter 1: At the point when a student is deemed not yet competent in 50% of the requirements in any mandatory study period, the Administration Officer will issue a First Academic Warning Letter – alerting the students to the ‘at risk of unsatisfactory course progress’ threat and inviting the student to attend a meeting with DOS.

Academic Progress Warning Letter 2: When the Administration Officer has assessed the student as not achieving satisfactory course progress after issuance of Warning Letter 1, the Administration Officer will issue a Second and Final Warning Letter with an Intention to Report Notice. This notifies the student in writing of ABIs Intention to Report the student for not achieving satisfactory course progress, and the only option left to the student which is to access ABIs Complaints and Appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so

- Did not access the complaints and appeals processes within the 20 working day period
- You withdrew from the process prior to a resolution that was satisfactory to the Austech
- You completed the process but Austech did not accept your appeal and consequently this resulted in a decision supporting the Austech decision to report you.

Austech will now report you to DIBP within 5 working days from the date of this notice.

NOTE: Both in the cases of reporting for unsatisfactory attendance and academic progress the student is expected to continue to attend and continue the study programme.

Transfer, Suspension, Cancellation and deferment of study

Type of Change	Information on what to do
Student Initiated	
Course Transfer	Students on a student visa are not permitted to transfer within the first 6

	<p>months of their primary course of study. If however exceptional or compassionate circumstances arise and make a transfer necessary students are required to complete a Transfer Request Form and submit with verified supporting evidence. There are no charges for applying the Transfer Request and must mention to contact DIBP to seek advice if a new student visa is required. Students have the right to use Complaints and Appeals. If ABI accepts the evidence and grants the transfer ABI will issue the student with a Letter of Release, all exiting documents and report the cessation of Enrolment to DIBP.</p> <p>Similarly students holding a student visa who wish to transfer into ABI within the first 6 months of their primary course will need to provide a Letter of Release.</p>
Course Deferral and Suspension	<p>ABI will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.</p> <p>ABI Management understands the requirement of a student visa holder to maintain their visa conditions as recorded on their COE and that any variation to these conditions, (i.e. where the student's enrolment is deferred, temporarily suspended or cancelled.) whether initiated by the student or ABI, is required to be reported by ABI to DIBP via PRISMS (as required under section 19 of the ESOS Act) may affect their visa.</p> <p>Students are required to complete an ABI Application for Variation of Student Enrolment form and submit with verified supporting evidence.</p> <p>Suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access internal appeals and complaints. Cancellations only after the internal complaints process is ended, student will continue enrolment during the internal complaint process</p>
Course Withdrawal	<p>If you wish to withdraw from your course, you must submit a Withdrawal Form to Administration Office stating your reasons for wishing to withdraw. Withdrawal requests will be considered on a case by case basis. Once your request for withdrawal has been approved, you may no longer attend any part of your course.</p>
Type of Change ABI Initiated	<p>ABI may for various reasons cancel a student Enrolment or be unable to continue training services. In the case of an ABI cancellation ABI will refund all student fees paid and assist the student to find appropriate Enrolment in another CRICOS listed Registered Training Organisation.</p>

For further information about course changes, refer to Administration Office.

NOTE: In the case of rejection of application, the student has the right to access ABIs Internal Dispute Resolution and Appeals system or External Dispute Resolution & Appeal process.

Maintaining Enrolment Terms and Conditions

As identified and explained in your Enrolment Form and Letter of Offer/Student Agreement you are obligated to also comply with all ABI terms and conditions of Enrolment.

This includes:

1. Maintaining currency of all fee and charges payments as per your payment schedule
2. Maintaining all personal behaviour so to promote a safe and secure learning environment for all students
3. Maintaining your academic integrity and not copying, cheating or plagiarising your work
4. Not engaging in any illegal activities whilst on or off ABI facilities.
5. Course should be completed within the duration mentioned on the COE.
6. Time frame for assessment of request is five working days.

Breaches such as those listed above may result in ABI cancelling your Enrolment and reporting you to DIBP which may impact on your student visa.

Working

International students in Australia on a valid student visa can work for up to 20 hours per week or 40 hours per fortnight while training is in session, and there is no limit on the number of hours an international student can work during recognized ABI course breaks. A work week in Australia is considered to be Monday through the following Sunday. Although overseas students are allowed to arrive in Australia up to 90 days before their course begins, students are not allowed to begin working until after their courses have begun.

The 20-hour-per-week limit does not extend to any work the student is required to undertake as a component of his or her studies or training. Volunteer and unpaid work, however, does count towards the 20 hours. If an international student works more than the Australian restrictions allow, his or her visa may be cancelled.

Overseas Student Health Cover

International students in Australia on a valid student visa are required to maintain their Overseas Student Health Cover at all times.

Younger Students

Entry requirements for all ABI courses have minimum 18 years or more age limit. Students under 18 years age are not offered enrolment.

Overseas Students with underage and school age dependents:

Overseas Students with dependent children and school aged children are required to register these children for schooling when in Australia and provide for their welfare and protection as per Australian and state legislation.

Participating in Continuous Quality Improvement: Student Feedback

As a component of ABI Quality Assurance strategies ABI encourages and seeks feedback from students. This feedback may be:

1. Unstructured/unscheduled or ad-hoc, feedback provided at any time through communication with any staff member or in writing by completing a Student Suggestion Form available at Student Administration.

2. Structured/scheduled student feedback through the completion of an ABI student feedback form requested at the end of training program or/and when the student exits ABI.

As an ABI compliance requirement, ABI is obligated to **also** distribute a Learner Questionnaire to all students upon exit and requests that the student takes the time to provide a much appreciated response.

For further information about Student Feedback, survey forms and student suggestions, refer to Student Administration

This feedback is analysed and entered as Continuous improvement actions. Students will receive information/notices as update from time to time regarding all matters.

STUDENT SUPPORT

Meeting Student Needs: Student Support

ABI has developed and implemented written policies and procedures to ensure that you receive training, assessment and support services that meet your individual needs.

You are asked at the time of completing your enrolment form to identify any special learning needs you may have (if applicable) and to notify Administration Office if these needs change.

As far as possible and within ABI capacity, ABI will provide the support you need to successfully complete your training.

During your course, ABI will ensure that your needs are met by actioning any feedback through structured surveys and/or students suggestions or comments.

Educational Student Support

ABI management acknowledges that to maximise the chance of learners successfully completing their training ABI needs to:

- identify the educational support learners need
- provide access to that support throughout their training

this includes the facilities, equipment and resources required to operate as an ABI and deliver quality driven training that meets the requirements of the course as stipulated by the training package.

Academic support includes:

- Detailed and referenced courseware
- Availability of trainers/assessors to assist with learning issues
- Reasonable Adjustments in delivery and assessment to meet individual student learning needs
- Student at Risk - early intervention management
- Language, Literacy and Numeracy

Non Educational Student Support

As a student you might require many educational and perhaps non educational services to support you to achieve competency.

Where **Non educational support services** may include, but are not limited to:

- a) language, literacy and numeracy (LLN) programs or referrals to these programs;
- b) mediation services or referrals to these services;
- c) counselling services or referrals to these services;
 - housing, crisis, personal, medical, legal, financial
 - religious/spiritual, lifestyle, family, rape, abuse
- d) information and communications technology (ICT) support

As a Registered Training Organisation, ABI appreciates the requirement to assist students to access non-educational student support services when it is needed. In such an event, whilst Administration Office will assist students to access support services, it is recommended that the student may also access the following community support service providers:

EXTERNAL STUDENT SUPPORT SERVICES

NOTE:

- Changes in services may have occurred since the date of handbook publication
- Some support services may charge for their use. Please ask the service for any cost.

LANGUAGE, LITERACY AND NUMERACY

Reading and Writing Hotline - Phone (free call): 1300 655 506

HEALTH SERVICES

Health insurance is compulsory for most international students who are studying in Australia. It is a condition of your [student visa](#) that you maintain Overseas Student Health Cover (OSHC) for the duration of your studies. This cover needs to be arranged about the same time you accept your offer to study.

Your health cover provides access to the University Health Service and public hospitals in Australia (waiting periods apply for some health treatments). Higher-level cover, which can give you access to private hospitals, for example, is your responsibility.

You can purchase your health cover from one of the following Australian Government-approved providers:

- [Australian Health Management](#)
- [BUPA Australia](#)
- [Medibank Private](#)
- [Allianz Global Assistance \(subcontracted by Lysaght Peoplecare\)](#)
- [nib OSHC](#)

LEGAL AID

Legal Aid NSW: www.legalaid.nsw.gov.au

LawAccess NSW is a free government telephone service that provides ... 1300 888 529

- help people to resolve their legal problems as soon as possible

- make it easier for people to get legal help especially if they belong to a disadvantaged group
- help people find alternatives to going to court
- Give a high quality legal service.

HOMELESS ADVISORY SERVICE

Telephone Homeless Support Services

NEW SOUTH WALES

Link2Home homelessness service

Phone: 1800 152 152 (free call)

9am – 10pm 24 hours a day 7 days a week

DOMESTIC VIOLENCE LINE

Phone: 1800 656 463 (free call)

TTY: 1800 671 442

24 hours 7 days a week

NSW SEXUAL ASSAULT

Victims Access Line - 1800 633 063

FOOD / MATERIAL ASSISTANCE AGENCIES

AGENCY	PHONE	HOURS
ANGLICARE	02-9895-8000	9am to 5pm Mon – Fri
SALVATION ARMY	13 72 58	9am to 5pm Mon – Fri
WESLEY CREDIT & DEBT HOTLINE	1800 007 007	9.30am to 4.30pm Mon - Fri
ST VINCENT DE PAUL	02- 9568-0262	9am to 5pm Mon- Fri

Critical Incident

ABI has a Critical Incident Policy and Procedure which includes a Critical Incident Committee to manage situations that are critical in nature to individual students and/or the student body and include:

- Death
- Assault
- Rape
- Natural or man- made disaster
- Terrorist attack

In the event of a critical incident the Critical Incident Committee (CEO, Training Officer, Administration Officer, and Compliance Officer) will implement a policy and procedure designed to minimise impact and protect and counsel students

The Critical Incident Team (CIT) will implement a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

The CIT includes a designated member of staff or members of staff to be the official point of contact for students.

EXITING ABI

Issuance of AQF Certification Documentation

ABI issues to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET Statement of

Attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies ABI by its national provider number from the National Register; includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

All student information about ABI Qualifications and resulting awards is available at Administration Office.

ABI will issue:

Exiting Documentation: when your Enrolment with ABI is finished, ABI will issue exiting documentation including Testamur (Qualifications and Statement Of Attainment), Final Transcripts and any other licensing or exiting documents which the student needs for employment, license applications or other purposes.

Interim Documentation: during your training ABI will issue, upon application by the student, interim documentation including Intermediate Transcript, Statement of Attendance or any other documents which the student needs for work, license applications or other purposes.

ABI charges a fee for the issuance of interim documentation or the replacement of exiting documents. All Non-Tuition Fees are displayed at the Reception and can be accessed by contacting Administration Office. All ABI documents are issued with unique codes and watermarks (as security measures to avoid fraud) and recorded, copied and registered at ABI for reference and future use.

All certification will be issued within 30 days of the final assessment or the date of course exit provided that all fees have been paid. All student academic documentation will be maintained in both manual and electronic format and kept on premises whilst the student is training and then for a maximum period of 6 months after the student exits ABI for ease of referral. After that all academic records will be maintained for a maximum of 30 years in archived offsite secure storage.

ACCURATE AND AVAILABLE STUDENT RECORDS

ABIs record management system ensures you have timely access to current and accurate records of your participation in our courses. ABI also ensures the retention and retrieval of your records of attainment of units of competency and qualifications for a period of 30 years.

For further information about Student Records, refer to Administration Office.

All requests for records e.g. interim and final transcripts, Certificates and Statements of Attainment, attendance records, changes to student contact details, are to be made by submitting written request to Administration Office.

TRAINING AND ASSESSMENT SYSTEMS

Where ABI has entered into a collaboration or partnership with another organisation for the delivery and/or assessment of courses, ABI will implement a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework and issue a notice to all students detailing the division of responsibilities between organisations and how the student can access the support they need.

Information on ABI Training and Assessment standards and strategies can be found by asking Administration Office.

RECOGNITION OF QUALIFICATIONS RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

ABI recognises the AQF and VET qualifications and Statements of Attainment issued by any other RTOs. This service is provided to students through the Recognition of Prior Learning (RPL) and Credit Transfer (CT) process.

ABI recognises that students will have acquired vocational skills from a variety of different sources including formal training, work experience, life experience, other training etc. and that these skills are valid, irrespective of how they were acquired.

Hence ABI provides all registering students the opportunity to have their prior learning recognised through a formal RPL and CT process at the time enrolment with ABI. All students must apply for RPL and CT at Enrolment and as a result RPL candidates will have an ABI RPL Candidate Kit sent to them and an ABI Assessor will contact them to discuss the RPL process and guide them through it.

CT Candidates are required to complete the CT Application at the time of their enrolment and submit the Application with all required verified copies of supporting evidence.

ABI will issue a written RPL and CT outcome letter to all applicants.

Note that ABI does not charge for CT but there is a charge for RPL.

Any UOC for which the student obtains CT or RPL will not need to be assessed again. The total course duration and course fees will be reduced accordingly. This might affect student visa and students should obtain professional advice before proceeding.

TRANSITION TO TRAINING PACKAGES

To ensure that you are only training in current courses, ABI manages the transition from superseded training packages within 12 months of their publication on the National Register. ABI will issue written notifications to you detailing the training package changes, impacts on you and the options that are available to you.

Information regarding transition to training packages is provided by ABI can be found on ABI website or at www.training.gov.au

PRIVACY AND THE RELEASE OF STUDENT INFORMATION

ABI maintains your personal and academic information for the purposes of Enrolment, to monitor academic progress and as evidence to support the issuance of qualifications. ABI maintains these records for the legislated period to enable retrieval of records as required. Unless previous written consent is provided by the client, ABI will not release your information to a third party other than a designated authority.

It's important you keep all your details up-to-date. To make any changes to your details, please do this directly at Student Administration. Any changes to your name or personal and contact must be done by completing the Student Change of Details Form.

For further information regarding ABI policy and procedure regarding privacy and the release of student information please refer to Student Administration.

Legislation covering 'Privacy and the Release of Student Information' can be accessed through:

[Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.
www.asqa.gov.au/.../standards-for-registered-training-organisations

LIVING AND WORKING IN AUSTRALIA

Living in Australia

Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, parliamentary democracy, equality of men and women and a spirit of egalitarianism that embraces mutual respect, tolerance, fair play and compassion for those in need and pursuit of the public good. Australian society values equality of opportunity for individuals, regardless of their race, religion or ethnic background... Dept. of Immigration

Australian Statistics:

Size: 4025km east to west, 3220 north to south

Area: 7,686,884 square km

Population: over 22 million

Language: English, but nearly 25% speak another language at home

Approximate driving times:

Sydney to Brisbane 11 hours

Sydney to Melbourne: 11 hours

Sydney to Cairns: 30 hours

Sydney to Adelaide: 18 hours

Sydney to Perth: 35 hours

Melbourne to Adelaide: 9 hours

Safety Tips:

Australia is known as a relatively safe and friendly country; however you should still use common sense during your stay.

- Lock your house or car when you leave
- Keep your valuables safe
- Stay in a group when out after dark
- Use a hat and sunscreen when outdoors, especially in summer
- Swim between the red and yellow flags on patrolled beaches
- Check with local people and use caution when swimming in unpatrolled water

Public Transport and Taxis

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before your journey for bus, train, tram and ferry travel. For more information about the transport system in Sydney, visit www.sydneytransport.net.au.

There are various points around the city to purchase a transport ticket, such as train stations, 7-Eleven stores and newsagents.

Taxis: There are usually taxi stands near main streets, railway stations and international hotels. A taxi is available for hire when the 'TAXI' sign on top of the taxi is lit.

Shopping

The main retail and department stores are open from 9.00am to 5.30pm Monday to Friday. There is late night shopping on Thursday nights to about 9pm depending on the location. On Saturday,

stores are open from 9.00am to 5.00pm. On Sunday, the main department stores and some smaller retail outlets are open until about 4.00pm. Check with the stores for other special opening times.

Food

Australia is a multicultural society and most food from around the world is readily available. You will find that there are many speciality stores where specific ingredients can be purchased. The main supermarkets are Coles, Woolworths and IGA. You can also shop online at Coles and Woolworths. Please refer to shop.coles.com.au

Business Hours

Most business hours in Australia are 9.00am till 5.00pm from Monday to Friday only.

Telephone: For information about the Australian phone system check the phone book. The front of the phone book is a useful reference including emergency services, public transport and government departments.

Local calls in Australia: Local calls from a public, business or private phone to another private or business phone are un-timed. Calls made from a standard fixed phone service to a mobile are charged at varying rates.

Long distance calls in Australia: You pay per minute according to distance of call. You may need to dial an area code then the local number.

Overseas calls: You pay per minute and the amount varies according to the country you are calling. To make an overseas call, follow these steps: **dial 0011**. Followed by

- dial the country code you want to call
- dial the area code of the city/town
- dial the number

For example: To call a number in Tokyo, you would dial 0011-81-3-1234 5678. To find the country code, look in the back of the phone book.

Mobile phones:

You can purchase mobile phones and SIM cards from the post office, Optus, Telstra, Dick Smith, JB Hi-Fi and other mobile stores.

Driving: An international driver's licence is valid in Australia. Students can convert their current Driver's Licence by taking a test. It is important to understand the Australian road rules and traffic signs before you begin to drive. For more information about driving in Australia visit www.rta.nsw.gov.au.

Key Road Guidelines:

- Vehicles are driven on the left-hand side of the road.
- Seat belts must be worn at all times by all people in the vehicle.
- Speed limits are enforced.
- Driving with blood alcohol content of 0.05% or above is against the law.
- Provisional drivers ("P" plates must displayed at all times on the front of the car & the rear when driving) hold a probationary licence. They must not drive unless they have 0.0% blood alcohol level.

If you have a driver's licence and plan to use a car, motorbike or scooter, you may wish to join the roadside assistance group NRMA in New South Wales. They provide free 24-hour emergency service for members, car insurance and for a fee they will inspect and report on a second-hand vehicle before you purchase.

Working while studying:

For International Students on a student visa, you are able to work 20 hours per week and fulltime during holiday periods. There are no work rights for students studying on tourist visas. Forms for approval to work are available from reception. Students like to work as an opportunity to practise their English, gain workplace experience and make friends.

Banking & Currency:

Banking Hours: Most banks are open during the week from 9:00am to 4:00pm. ATMs are available 24 hours per day at most branches. We recommend opening a bank account in Australia. To do this people must have a Tax File Number (TFN). You can apply for a TFN by visiting the Australian Tax Office. When you open a bank account, make sure you also have the following with you:

- Passport
- Money for deposit
- The Australian Academy of Commerce student card.
- A letter from the Academy confirming your study dates (this is not always required)

You can arrange with your home bank to transfer money to your Australian account by telegraphic transfer.

Credit Cards and ATM: If you have a credit card or ATM card, never keep your personal identification number (PIN) with your card.

Money Exchange: To exchange money you must have your passport. You can change money at banks, major hotels, airports, and the offices of American Express or Thomas Cook.

Accommodation:

ABI does not arrange accommodation for the students. Our staff can guide you to get contact numbers of property agents from open market that may help you to find accommodation. If you would prefer to have a shared accommodation or your own apartment, you can get some information from the local newspapers, www.domain.com.au and www.realestate.com.au

Schooling:

If you have school age dependents, you are required to send them to school. In Australia, you have a choice between public schools, private schools and religious schools. Schools fees will apply in most cases, but you should check with the school of your choice for their fees. Please check the phone book for school options and/or ask Student Services for more information.

Cost of Living:

Accommodation prices vary widely depending on what suburb you want to live in. A one-bedroom apartment could cost you anywhere between \$250-\$550 per week. For more information on rental prices, please refer to www.domain.com.au or www.realestate.com.au. Homestay and student accommodation can vary as well.

Typical costs of groceries:

Apples = \$3 - \$6 per kilo

Bananas = \$3-5 per kilo
Broccoli=\$3.50 per kilo
Bok Choy = \$1.98 each
Rice = \$2 per kilo
Bread = \$2.50 - \$4.00 per loaf
Chicken = \$5-12 for 2 breasts or 450g. thighs, \$12 for 1 full rotisserie chicken
Beef = \$5 for 500g mince, \$15 for 2-3 small steaks
Fish = \$6 for 200g Salmon, \$6 per kilo of Basa

Australian Health Information

The Australian government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia. Whilst ABI has preferred OSHC provider i.e. Australian Health Management (AHM) students are free to research and use whichever health cover provider they choose. Please read (or have explained) your insurance policy carefully so as to avoid any confusion &/or difficulty. Please click on the link below to find out your entitlements with AHM <http://www.ahm.com.au/7352/About-OSHC>

Those students who are on a student visa and have paid OSHC will get some money back for health services. Let us know if you need any assistance regarding your OSHC. You must notify your OSHC provider of any changes of address or if husband, wife or children are joining you in Australia for the duration of your stay. You will need to change to family cover. You must show your OSHC membership card every time you use one of the medical services provided.

Your OSHC helps you pay for the doctors, hospitals, emergency ambulance transport and prescribed medicines. You can choose any registered doctor, usually located in a medical centre, which is separate to the hospital. If you need to see a doctor, remember to get a medical certificate.

After-hours medical care: Doctors are usually open during business hours in Australia. If you become ill outside business hours, some Medical centres are open 24 hours per day doctors are on duty at all times in these centres. Only in serious and urgent cases should you go straight to an emergency department in a public hospital.

Specialists: You must see a doctor first to get a referral to a specialist. Check with your OSHC provider to see which specialist services you are covered for. You will pay the doctor at the time of the visit and take your receipt and your membership card to the insurer's office nearby to be refunded part of your receipt.

Public Hospitals (operated by the government): check your insurance policy on how much you are covered.

Private Hospitals (operated on a commercial basis): You may choose to be treated in a private hospital. Check your insurance policy on how much you are covered. Most private hospitals charge more than the public hospitals.

THE END

DECLARATION

I understand that the information provided by me to ABI may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

ABI is required under section 19 of the ESOS Act to inform the Department of Immigration and Australian Citizenship about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I have read, understood and agree to comply with the information outlined in this Student Handbook.

Student's Name: _____

Student's Signature: _____

Date: _____
