INTERNATIONAL STUDENT HANDBOOK
2023 - 2024

Contents

Welcome message

Thank you for choosing the Techie International College to assist you in achieving your learning goals.

At techie college we are proud of our facilities and the quality of the education that we provide to our students.

We welcome you to our college and to our city. We want you to enjoy your time here and gain the most from your experience.

This student handbook is designed with you (the student) in mind. We hope that it will provide you

with all the information you need to gain all that you can from your time at tic.

This handbook provides you with information to help you settle in to Australia and tic. It sets out a

range of processes and procedures that have been put in place to ensure that we provide you with a

consistent and high-quality service.

We aim to provide you with the best of facilities, trainers and support services to ensure that your

learning experience at tic meets and exceeds your expectations.

We wish you an enjoyable and rewarding experience with tic.

Vijay mishra

ceo

Introduction to techie international college

Introduction

Techie international college (the college) is registered training organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by federal, state and territory governments in australia. The federal government registering authority monitors and subjects to regular external audit to verify adherence to these standards.

Qualifications offered to overseas / international students:

Techie international college's qualification on scope for international students:

Bsb50120 diploma of business
Bsb60120 advanced diploma of business
Sit30821 certificate iii commercial cookery
Sit40521 certificate iv kitchen management
Sit 50422 diploma of Hospitality Management
Aur30620 certificate iii light vehicle mechanical
technology
Aur40216 certificate iv automotive mechanical
diagnosis

Our campuses

Techie international college offers training at convenient locations close to transport, retail shopping, entertainment and other colleges. Check out the locations at google maps

- ***Building c – 60 belfast street, broadmeadows, vic, 3047***

The college facilities include modern well-equipped classrooms, computer and internet facilities and a student resource area for study and research.

Students will be given complete information about the location of facilities during the orientation program run by the college.

Techie international college in broadmeadows

Public transport

Broadmeadows campus (Victoria)

Techie international college's victoria campus is located at building c – 60 belfast street, broadmeadows, vic, 3047 with significant public transport access for surrounding areas.

Techie is located within easy access of broadmeadows train station (Craigieburn line) and bus stops. There is ample parking space inside the campus

Melbourne's transport system

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The melbourne transport system operates trains, buses and trams from the city centre to all melbourne suburbs. It operates from 5.30am to12.00 midnight every day. The free city circle trams circle the perimeter of the city centre and central business district every day

Melbourne's new ticketing system is called myki. Myki is operating on metropolitan trains and buses. Myki money or myki pass are valid for travel on all metropolitan.

For further information on the melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit http://www.ptv.vic.gov.au

Driving

Cars are the most common form of transport. In australia, cars drive on the left-hand side of the road and seatbelts must be worn by everyone in the car. The driver must have either an australian driver's licence or must bring an international driving permit from your country.

Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Public transport stops at midnight. So, if you're out late, you may need to get a taxi.

Student recruitment, selection and enrolment process

Students must read this handbook in full. Students are encouraged to contact the techie international college at ph.: 0413285153 if you are unsure about any information included in this student handbook or have any questions.

Pre-enrolment information

- Techie international college provide pre-enrolment information to potential students included but not limited to student handbook, course flyers before enrolling students.
- Students are also encouraged to select the campus and undertake research on living and studying in australia prior to submit the application.
- Students must complete the student application form and send the completed form to the college along with the previous educational qualifications, experience, passport and other required documents.
- Completed student application forms will be processed by the college and the application assessed on the basis of the information supplied. The applicant for program offered by the college will be selected in a manner that reflects access and equity principles and student's learning needs.
- Students will be asked to complete pre-training review and language, literacy and numeracy (lln) test before training by providing their existing knowledge, skills and experience relevant to course.
- The results of the pre-training review, lln test and enrolment form are used to determine student's learning needs and appropriately addressing the student's individual and learning needs.

Entry requirements

Qualification level (for all the courses)	Diploma of business / advanced diploma of business / certificate iii comm management / diploma of hospitality management / certificate iii light ve automotive mechanical diagnosis
All course minimum requirement	18 years or older ielts 5.5 or equivalent Satisfactorily completed year 12 or satisfactorily completed a certificate iv qualificatio

English requirements

An ielts score of 5.5 (academic) or islpr 2+, toefl 197 (cb) or 46 (ibt), pte academic score of 42 (no communicative skill score less than 42), cambridge english: certificate in advanced english (cae) of 47 is required to satisfy the english language entry requirements for our courses. (contact the college for information on equivalent english language qualifications) or

Evidence that within two years of their application date, they have successfully completed certificate iv or higher-level qualification from the australian qualifications framework or

For level 1 countries students, they successfully complete the language, literacy and numeracy (lln) test administered by techie international college.

If a student cannot produce a satisfactory ielts score (or equivalent), and there are doubts about english language skills to cope in an academic environment, the student is advised to enrol in an english (elicos) course at approved provider for an appropriate duration until the student achieves an ielts score of 5.5 (academic) or equivalent.

Please refer to department of home affairs website

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

Enrolment process

- Read the student handbook in full and visit techie's website for all the information about college, policies and course information.
- Contact techie's staff if you need further information or an explanation related to your course and enrolment.

- Complete enrolment form and return it to college with all supporting documents mentioned in enrolment form at building c – 60 belfast street, broadmeadows, vic, 3047 or email to info@techie.edu.au
- Techie international college will assess your application and notify you of the outcome.
- Successful applicants will be sent an offer letter, written agreement, and a request for payment by the college.
- Read the offer letter and agreement carefully, if you want to accept the offer, sign the offer letter and agreement.
- Return the signed offer and agreement with payment proof of relevant fees indicated in the agreement.
- Once the completed written agreement and fees is received (and cleared by bank) an electronic confirmation of enrolment (coe) will be generated and send to student.
- Applicant must then apply for a student visa at their australian student visa issuing center and make travel arrangements to arrive in australia in time to commence the course

Airport pick up

Techie international college can arrange for you to be met at the airport and taken to your accommodation. Students are requested to contact the college to confirm their arrival date/ time and city or airport if accommodation or airport pick up has been arranged. A member of techie international college staff will meet you at melbourne airport and take you to your accommodation.

Unique student identifier

From the 1st of january 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any rto must secure a unique student identifier (usi).

The college collects unique student identifier (usi) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their usi at enrolment. Students may instruct the college to collect the usi on their behalf by completing the relevant section on the enrolment form.

Students may source a usi from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a usi has been sourced and verified (unless an exemption applies under the student identifiers act 2014).

Where an exemption described above applies, the rto informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the commonwealth and will not appear on any authenticated vet transcript prepared by the registrar.

Individual learning needs

Techie international college encourages students to think about their individual learning needs prior to undertake a course. Students should check the information provided in this handbook and decide whether the course, training and assessment methods are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study.
- Preferred learning style/s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to enrolment, all students should read this handbook in full and visit techie college's website for course, policy and procedures and type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information provides you information about course structure, course durations and course demand per week, types of learning and assessment methods, further study path and job path on successful course completion. Students should think about whether the course and support mechanisms address their learning needs. Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.
Students should consider whether the support mechanisms outlined in this handbook and client support policy and procedures are appropriate for supporting their individual learning needs. E.g., sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide the college with full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

Techie international college encourages students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

Credit transfer

The college recognizes qualifications and statements of attainment issued by other registered training organizations. Applicants who have successfully completed whole units of competency in one of our courses with another australian rto can apply for credit transfer.
Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing credit transfer applications. There is a pro-rata reduction in course fees if credit transfer is applied for and granted.
Students may apply for credit transfer by submitting a credit transfer application form along with original certificates (with record of results) / statements of attainment to the college. The ct application form is available on request from the college. Further information on the rpl/ ct process can be accessed by contacting the college.
Please note that credit transfer applications can only be considered for whole units of competency.
You can visit our website www.techie.edu.au for credit transfer policy

Recognition of prior learning (rpl)

Recognition of prior learning (rpl) is a process designed to recognize previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The rpl process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications students who believe they already have some of the competencies in the course may apply for recognition of prior learning (rpl). Please note that rpl applications can only be considered for whole units of competency.

An essential requirement of rpl is that you can prove that you **currently** have the required competencies in the unit applied for. An rpl application may only be made after enrolment and payment of fees and must be made using the college rpl application form that will be available during orientation.
Rpl in a unit will only be granted after students have completed the college rpl assessment requirements for that unit. Students must attach verified copies of all relevant documents to the rpl application form. There is a fee charged for each rpl application made based on the number of units applied for.
The rpl fee listed in the fee schedule section of the student handbook and is non-refundable irrespective of the outcome of the rpl application. There is also a pro-rata reduction in course fees if rpl is applied for and granted.
Rpl can only be assessed after a student has commenced their course. It is recommended that students seek advice from the college before commencing an rpl application.

You can visit our website www.techie.edu.au for recognition of prior learning policy and procedure.

Course demands

Students are encouraged to pay particular attention to the course information.

Fees and refund arrangements

Fee schedule

Tuition Fees	As per the course
Enrolment fees	$250
Materials fee	As per the course
Recognition of prior learning fee	$350 per unit
Credit transfer fee	No charge
Repeat unit fee	$600 per unit
Assessment resist fee (3 attempts)[1]	No charge
re-assessment fee (after 3 attempts)	$600 per unit
late payment of fees	$100 after 1 week of payment date, $300 after 3 weeks of payment date
Bank transfer fee	What the bank charges for the transfer
Accommodation services	Outsourced- contact college for details
Airport meeting	Outsourced- contact college for details.
Oshc medical insurance	Check out www.oshcworldcare.com.au for fees

Refund arrangements

If a visa is refused by the Australian government

Where a prospective student is refused an initial student visa by the Australian government a full refund of tuition fees plus any materials fees paid will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the college and attach this evidence to a completed refund application form which is available from the college and can be sent by post, fax or email. The refund application must be used to apply for refunds and must be addressed to the CEO of the college.

If the college defaults on delivery of qualifications

In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of all the tuition fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment with a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition and materials fees, or to accept a place with another provider. If you choose placement with another provider, you may need to sign a document to indicate that you accept the placement.

In the case of provider default there is no requirement for a student to lodge a refund application form as the college will initiate payment of the refund.

If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid, then refunds will be made in accordance with the written agreement that the student signs with the college. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the college.

Cooling off period

Techie international college provides applicants with a 7-day cooling off period. This means that if a student accepts an offer of a place and pays techie international college relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the $250 application

Fee) will be provided. Students must notify techie international college in writing within 7 days of paying techie international college any fees.

Refund conditions

1. Refund applications must be made in writing to the college. The student refund application form, available from the college, must be used as the written application. The college accepts requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and include a statement explaining how the refund was calculated.

Definitions

Tuition fees:	Fees paid by the student to techie international college for training and assessment services provided by techie international college. Tuition fees do not include any other fees e.g., materials fees, OSHC, enrolment fee, airport pick up fee etc.
Materials fees:	Fees paid by the student to techie international college for course related materials but not limited to textbooks or it resources.
Application fees:	Fee paid by the student to techie international college for the costs of processing a student enrolment application.
Administration fees:	Fee paid by the student to techie international college for the costs of processing a student refund

Refund fee:

• Visa refused	100% refund of tuition fees
• Student default: withdraw from the course after fees have been paid before commencement	100% refund of tuition fees
• Withdrawals notified in writing and received by the college on the commencement date or after the semester commences	Refund of unused tuition fee less an administration charge of $250. **
• Student breach of visa conditions, and suspension or cancellation of enrolment by the college	No refund of current semester course fees paid.

** if a student withdraws and has notified Techie International College on the commencement date or after the semester commences techie international college will issue a refund of unused tuition paid to date.

Refunds will be calculated as follows.
Tuition fee per week x number of weeks unused course the student has paid for at point of withdrawal.

The weekly tuition fee for the course will be identified by calculating:
Weekly tuition fees = (total tuition fee/ number of calendar days in the course) x 7, roundup to the nearest whole dollar.
E.g. = (1000/ 140) x 7 = $ 50

The number of weeks of course that have been paid for but remain unused will be calculated as follows:
The number of unused weeks = number of calendar days that have been paid but remained unused / 7
E.g., = 90/ 7 = 12.857, rounded up to the nearest whole week = 13 weeks
E.g., tuition fee of $50 per week x 13 weeks unused course = $650 refund paid to the student.

Any refunded amount will have an administration charge of $250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the College.

2. In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of all the tuition and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

   Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place with another provider.

   If you choose placement in another provider, you may need to sign a document to indicate that you accept the placement.

3. Fees not listed in the refund section are not refundable

4. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by The student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are in the written agreement that the student and the college will sign once an application has been received, accepted by the college and an offer made to the student. There is no obligation on the student, or the college until the written agreement is signed by all parties, funds have been cleared by the college bank and an official receipt is issued by the college.

The written agreement and the availability of complaints and appeals processes does not remove the right of the student to take an action under Australia's consumer protection laws.

Students are strongly advised to contact techie international college with any questions they have about fees and refunds prior to submitting the application. Contact info@techie.edu.au

Tuition protection service

The college is a member (potential) of the tuition protection service (tps). This means that the fees paid to the college are safeguarded if the college defaults on delivering the courses you are enrolled in.

In the unlikely event that the college is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the tps will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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 course fees.

Further information on the tuition protection service can be accessed at:

https://tps.gov.au/staticcontent/get/studentinformation

Fee and refund policy: please visit our website: http://techie.edu.au or
https://drive.google.com/open?Id=1bduplc7ap03ij6es2b2xbcq-gnhjnrji

Training and assessment

Competency based training and assessment.

What is competency?
Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:
performance at an acceptable level of technical skill.
Organizing one's tasks.
Responding and reacting appropriately when things go wrong; and
transferring skills and knowledge to new situations and contexts.
Competency standards are statements of the required workplace levels of performance.

Student orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at the college and to introduce studying, Melbourne costs of living, transportation, facilities, banking and accommodation. In addition, college students will be introduced, a tour of the college and the local area will take place and an opportunity to ask questions will be given. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

Course delivery

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required level of competence and preparing people for assessment against specified competency standards.

Our nationally accredited course is designed in compliance with the guidelines of the relevant aqf training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant aqf training package unit of competency.

Delivery and learning methodologies are tailored for courses to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, undertaking research, answering written and verbal questions, discussions, case studies, individual coaching and developing competence through completing practical activities. Delivery will take place at our campus and will involve a mixture of classroom and simulated work-based environments to develop competency.

Assessment

Student's performance in vocational courses (award courses) is assessed in accordance with the guidelines outlined in the relevant aqf training package unit of competence. This may be in the form of answering written and verbal questions, presentation, case studies, project, role play etc. Each unit of competency will normally involve two or three assessments which will be individually marked as satisfactory or non-satisfactory. All assessments must be satisfactory for the unit to be marked c – competent. If the assessments are not satisfactory then the unit will be marked as nyc – not yet competent.

Students are given 2 attempts for re-assessment. If they are still unable to demonstrate competency at this point (nyc) they must re-enrol and undertake the training again. This will incur a reassessment fee.

The assessment process will be explained at the orientation session and will be available upon request to your assessor.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorized person during the assessment process
- Helping another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g., in applications for recognition of prior learning and or credit transfer
- Other people provide false third-party reports for assessment purposes.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another student's work and passes this of as their own then this is also a form of plagiarism and cheating.

During assessment, you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarizing. If students are including other people's work in submissions e.g., passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: http://www.plagiarism.org/ or contact the training manager at info@techie.edu.au

Submitting plagiarized work during assessments will result in the student's assessment submission being. Invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorized collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorized collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the code of conduct and is deemed to be 'academic misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the code of conduct and academic misconduct policy and procedure. The code of conduct is printed in the student prospectus and student handbook and a copy of the academic misconduct policy and procedure is available on request by contacting the training manager at any time.

If you have been found to have cheated or plagiarized, there are penalties and processes that are followed. You may be penalized by any of the following ways as:

- Be reprimanded.
- Be required to repeat the assessment or complete a new assessment task.
- Fail all or part of the assessment.
- Be suspended from studies.
- Have your enrolment cancelled.

Pathways

Graduates of the college may seek credits to the relevant degree programs in Australian universities. The college has no special arrangements with any Australian university and there is no guaranteed entry into university programs. As a rule, student with high marks will have the best chance of being accepted by a university.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate and a record of results corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a statement of attainment indicating which modules or units of competency they have completed.

Certificate and statement of attainment will be issued within 30 days of course completion/end date.

Training guarantee

Techie international college take all reasonable steps to ensure we provide a course to students once it has been confirmed. In the unlikely event of techie international college being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. Techie international college takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Currency of training

Techie international college implements an effective policy and procedure to ensure that it delivers the current aqf training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

Code of conduct

Techie international college practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

Access and equity

Techie college ensure that:
- All students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin.
- We employ a systematic, fair and equitable approach to enrolling students.
- All staff will perform their duties in a fair, equitable and respectful manner.
- All training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele.
- All staff are aware of their responsibilities with respect to equity and access.
- Staff activities are evaluated for continuous improvement purposes.
- Staff are culturally aware and sensitive to differing norms, beliefs and values.
- Systems are employed to receive feedback on its application of this policy.
- Staff and students are required to always comply with access and equity requirements.

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.
The australian skills quality authority (asqa) is the national regulator for australia's vocational education and training sector.

Asqa regulates courses and training providers to ensure nationally approved quality standards are met.

Workplace health and safety	Https://www.worksafe.qld.gov.au/
Standards for rto's 2015 & CRICOS registration	Australian skills quality authority
Educational services for overseas students	Australian education international
Department of immigration and border protection	Department of immigration and border protection
Esos framework	Https://www.aei.gov.au/regulatory-information/education-services-for-Overseas-students-esos-legislative-framework/esosquickinformation/esoseasyguide/pages/esoseasyguide.aspx

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met. Use the web sites indicated or contact ceo if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

The esos framework – providing quality education and protecting your rights

The australian government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the esos framework, and they include the *education services for overseas students* (ESOS) *act* 2000 and the national code 2018.

Student visa

People from overseas who want to study in Australia are required to have a student visa. Students must be aware of the following student visa requirements:
- Students must study a full-time course which is a minimum of 20 contact hours per week.

- Students must meet the minimum requirement of maintaining the course progress throughout the program.
- Students must provide current and accurate contact details to the college. If contact details change, students are required to advise the college.
- Students who obtain work rights on their visa can work up to 40 hours per fortnight while their course is in session.
    - School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

Detailed information about visa conditions can be accessed through visit http://www.border.gov.au/

What is the ESOS framework?

The education services for overseas students, or ESOS act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

Legislation

The esos act and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

Provider registration

The department of education is responsible for the commonwealth register of institutions and courses for overseas students (CRICOS). Only education institutions registered under the esos act and listed on cricos can enroll overseas students to study in Australia on a student visa.

Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course that can be found on cricos. Cricos registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Standards

The national code 2018 is a legislative instrument of the ESOS act and applies to providers of education for students on student visas in all sectors. The national code requirements are in addition to the standards for specific sectors.

Information for students

The Australian government is committed to ensuring you have a great education experience in Australia. The ESOS act and related laws protect international students through:
- The ESOS legislation and recent reforms
- The national code 2018
- The overseas students ombudsman
- The tuition protection service

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the commonwealth register of institutions and courses for overseas students (cricos) at http://cricos.department of education.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on cricos.

Your rights

The esos framework protects your rights, including:
- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.

- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement and fees receipt.

The tuition protection service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course. Visit the tps website for more information, at www.tps.gov.au.

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 you have a right to know and services that must be offered to you, including:

- Orientation and access to support services to help you study and adjust to life in australia.
- Who the contact officer or officers is for overseas students?
- If you can apply for course credit
- When your enrolment can be deferred, suspended, or cancelled.
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- A complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in australia. If you want to transfer before you have completed six months of your final course, you need your provider's permission.

Your responsibilities

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

- Satisfy your student visa conditions.
- Maintain your overseas student health cover (oshc) for the period of your stay.
- Meet the terms of the written agreement with your education provider.
- Inform your provider if you change your address.
- Maintain satisfactory course progress, follow your provider's academic/course progress policy, and
- The department of immigration and citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the student visa conditions link for details.
- Upon arriving in australia, you are required to advise the college of your residential address and telephone number and of any subsequent changes to your residential address within a week. Students must confirm and update their contact details (address, mobile phone number and email address if any) at least every 6 months. If there is any change in contact details student must inform college in 1 week. This is extremely important. Under section 20 of the education services for overseas students (esos) act 2000 the college is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The college may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the college to ensure you receive important information about your course, fees and possible breaches of your student visa.

Contact details

For policies and procedures that affect you
- Speak with techie international college at info@techie.edu.au

Department of education and training for
your esos rights and responsibilities
- Https://internationaleducation.gov.au/pages/default.aspx
Further information on the esos framework is provided in the following link:

- Https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esosquickinformation/esoseasyguide/pages/esoseasyguide.aspx

Esos enquiries

General enquiries: phone: 1300 615 262

Online: https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/pages/esosenquiry.aspx

Visa enquiries:

Phone: 131 881 (within Australia)

Online: department of immigration and border protection http://www.immi.gov.au/pages/welcome.aspx prisms

help desk: phone: 02 6102240 7647

Email: prisms@education.gov.au

Arc hotline: phone: 1300 793 993 email: esosarcmailbox@education.gov.au

Department of immigration and border protection for visa matters:

- Www.immi.gov.au
- Phone 131 881 in Australia
- Contact the Australian immigration department office in your country.

For further information, please visit

https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx

Student support, welfare and behaviour

Student welfare and support services

In the first two weeks of your enrolment at the college the student support officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in australia and succeed at your studies. If you do have academic or non-academic welfare issues, then assistance will be provided and the student support officer will maintain regular contact with you until you have settled in and resolved your problems. There is no additional charge for this service.

The training manager, student support officer, trainers and administrator are available to provide advice and assistance to you at no charge from the college. The trainers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact a support officer who may deal with the problem or may refer students to external welfare and support services if required. The college will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

Students will have to pay any fees charged by external welfare and support services that they use. Some fees may be partly met by your overseas student health cover.

You can download the student support policy from our website.

First contact person General Manager: Farhan, Mobile: 0415 041 935

Second contact person Admin Officer: Aakash, Mobile: 0422 647 275

Use the following guide to assist in identifying who you should contact in the college:

Issue	Who to Contact	Details	Contact details
▪ Course enquiries	Marketing staff	▪ Course information ▪ Fees enquiries ▪ Airport pickup ▪ Accommodation support	Marketing@techie.edu.au Admissions@techie.edu.au
▪ Academic problems ▪ Course progress	Trainer Training	College staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. Techie college staff will work with you to	Admin@techie.edu.au Business.trainer@techie.edu.au Cookery.trainer@techie.edu.a

				Automotive.trainer@techie.edu.au

Problems	Manager	Negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the contact persons skills/ abilities to assist you they will refer you to either other internal college staff member/s or to external support contacts who have the skills and experience to assist you. Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy	Admin@techie.edu.au Business.trainer@techie.edu.au Cookery.trainer@techie.edu.a Automotive.trainer@techie.edu.au
Student records attendance records Course progress records	Trainer admin officer	You will be asked to verify your identity. You will be given help to understand the content of the records. Your records will be made available to you and the details explained Any errors or omissions will be corrected	Admin@techie.edu.au Business.trainer@techie.edu.au Cookery.trainer@techie.edu.a Automotive.trainer@techie.edu.au Info@techie.edu.au
Housing transport personal issues harassment money problems Loneliness Family problems orientation program	Student support officer	The student support officer will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The support officer will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the support officer skills/ abilities to assist you they will refer you to either other internal college staff member/s or to external support contacts who have the skills and experience to assist you. The support officer may provide advice and referral to websites and/ or services that can assist you with the issue/ problem. The training manager will explain the reasons why this has happened and what the process involves including the outcomes to the student.	Info@techie.edu.au
Notice of intention to report	Training manager	The training manager will explain why the student has received the notice.	Admin@techie.edu.au Business.trainer@techie.edu.au Cookery.trainer@techie.edu.a Automotive.trainer@te

Problems:
- Study problems
- Attendance problems
- English language problems
- Assessment problems
- Homework problems
- Course credit

| | | The training manager will explain the process of reporting and potential outcomes. The training manager will provide contact details for dibp.

Students have the right to access the complaints and appeals process at any time if They have a ground to appeal the decision to issue the notification. | |
|---|---|---|---|

Fees and refunds Access to your own records	Admin officer	You will be given help Your fee records will be provided and explained any errors will be corrected Payment plans will be discussed payment options will be discussed Your records will be made available to you and the details explained Any errors or omissions will be corrected	info@techie.edu.au
For visa matters	Department of immigration and border protection (dibp)	You will receive official government department advice	• Www.immi.gov.au • Phone 131 881 in australia • Contact the dibp office in your Country.
For your esos rights and responsibilities	Department of education (doe)	You will receive official government department advice	Http://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx Phone: 1300 615 262

Useful information and contacts

Services	Broadmeadows campus
Fire, ambulance, And police Emergency	Phone 000 Police link 131 444
Translating and interpreting service	Phone 131 450
Lifeline 24-hour counselling, advice and referral Services	Phone 131 114
Police centre	World trade centre, 637 flinders street, docklands, vic, 3008. Phone: (03) 92476666
Doctor	Mediq broadmeadows, 25 olsen places, broadmeadows. 0 9309 2088 Medical one, 292 swanston street, melbourne. (03) 8663 7000
Dentist	Blair street dental, 136 blair street, broadmeadows. 03 9309 1426 Melbourne dental hospital, 720 swanston st, carlton, vic 3053. (03) 9341 1040
Hospitals	Northern hospital, 35 johnstone street, broadmeadows. 03 8345 5000 St vincent's hospital, 41 victoria parade, fitzroy, vic 3065. (03) 9288 2211

Counsellors	Mindtreat psychology, 182 glenroy road, glenroy, 0401 825 512
Psychologist	Healing mind psychology, 165 hilton street, glenroy. 1300 732 725
Legal assistance	Victoria legal aid, 1100 pascoe vale road, broadmeadows. 03 9302 8777 Legal aid, 350 queen st melbourne vic 3000. (03) 9269 0234
External appeals body (see Complaints and Appeals information)	*Overseas students ombudsman website www.oso.gov.au or phone 1300 362 072*
Pharmacies	Chemist warehouse, 1099-1169 Pascoe vale road, Broadmeadows. 03 9309 0366 Melbourne central pharmacy, Swanston Street, Melbourne Vic 3000. (03) 9663 4747
Physiotherapist	Dallas physiotherapy, 178 blair street, broadmeadows. 03 9302 1044
Religious institutions	**Anglican** All saints Anglican church Preston, corner high street and Murray Road, Preston. 03 9471 9191 **Catholic** St Dominic's catholic church, Broadmeadows, 408 camp road, Broadmeadows. 03 9309 2575 **Islamic** AMC 13 central grove, Broadmeadows. **Hindu** Shri shiva temple, 52 boundary road, Carrum downs. 03 9782 0878 Shirdi Sai Sanasthan, 32 Halley Avenue, Camberwell. 03 9889 2974 **Buddhists** Melbourne Tibetan Buddhist center, 1/246 grange road Carnegie Vic **info@melbournetibetanbuddhistcentre.org** **W:** www.melbournetibetanbuddhistcentre.org

Key college staff

Position	Name	Email
Director	Vijay Mishra	Ceo@techie.edu.au
Chief executive officer	Vijay Mishra	Ceo@techie.edu.au
General manager	Farhan	info@techie.edu.au
Student support officer/ Admin	Aakash Chawla	Info@techie.edu.au
Trainer And Assessor (Business)	Diganggana	Business.trainer@techie.edu

Important contact details

Who	Why	How
Registered training organization	For policies and procedures that affect you	Contact reception or email at info@techie.edu.au Go to the techie international college website
Australian education international	For ESOS rights and responsibilities	Phone: 1300 615 262 Https://aei.gov.au
Department of immigration and border protection	For visa matters	Www.border.gov.au Phone: 131 881 (within Australia)

Other important websites

1. Department of immigration and border protection http://www.immi.gov.au
2. Department of education www.education.gov.au
3. Student hotline: 1300 363 079
4. Study in Australia http://www.studyinaustralia.gov.au
5. Additional information on student visa issues is available on the DIBP web site.

Student orientation

Students who are accepted into the business course at techie international college are provided, on arrival, with an orientation program about techie international college and the local community. The aim is to assist students to adapt and adjust to their new environment easily and smoothly.

Techie international college's new student orientation program includes different activities aimed to help the transition of new students into their new learning and living environment at techie international college and in Australia, as well as preparing them for an exciting study experience. Orientation is a great avenue for students.

To find out what it takes to be a successful student, learn about the center, and includes essential information regarding their study.

Academic issues:
Students are able to gain advice and support to ensure they maintain appropriate academic levels and general support to achieve satisfactory results in their studies.

Personal / social issues
There are many issues that may affect a student's social or personal life and students have access to the student support officer during normal techie international college hours for advice and guidance on personal issues, accommodation issues or family / friend issues. Where the student support officer feels further support should be gained, a referral to an appropriate support service will be organised.
For more information, please email info@techie.edu.au

Student with dependents
Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:
Http://www.familyassist.gov.au

General information
Upon arrival in australia – important things to remember to do

- Call home
- Settle into your accommodation
- Contact techie international college
- Purchase household items and food
- Enroll children in school (if applicable)
- Attending student orientation.
- Request for a student id card
- Advise health insurance company of address & get card.
- Open a bank account.
- Attend course specific orientation sessions.
- Get textbooks.
- Start classes.
- Apply for tax file number if seeking work.
- Get involved in student life and associations (e.g., music, sporting and cultural clubs).

Change of address information from students
Upon arriving in australia, you are required to advise techie international college of your residential address and telephone number and of any subsequent changes to your residential address.
This is extremely important. Under the education services for overseas students (ESOS) act 2000, techie international college is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.
It is your responsibility to ensure that you always update your address details at techie international college (within 7 days of any change) to ensure you receive important information about your course, fees and possible breaches of your student visa.
Additional information on student visa issues is available on the department of immigration and border protection (DIBP) website: www.immi.gov.au

Use of personal information
Personal information is collected solely for the purpose of operating as an CRICOS provider under the Australian quality training framework. The information provided by the student to the provider may be made available to commonwealth and state agencies and the TPS director, pursuant to obligations under the ESOS act 2000 and the national code 2018. Techie international college is required, under s19 of the esos act 2000, to inform the

Dibp about any changes to student's enrolment and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

Living in australia

Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 24 million people, with most people staying in the 5 major cities of Melbourne, Sydney, Adelaide, Perth and Brisbane. the country is split into states and territories being Victoria, New South Wales, Queensland, northern territory, western Australia, south Australia and Tasmania.

Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fueled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and pacific oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

Melbourne

Melbourne is the capital of Victoria and has a population of about 4 million. The city is situated on port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centers, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

Places to visit in Melbourne.

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include

Melbourne Zoo.

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne aquarium

Wiggle with an octopus and see sharks being fed at the Melbourne aquarium.

Melbourne museum

Enjoy impressive and informative, world class exhibitions.

Southgate arts and leisure precinct

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high-quality shopping, bars and restaurants. During a stroll down the promenade, you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City circle tram

See central Melbourne aboard the free and convenient city circle tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

A good choice for study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia pacific region arrive in Australia to continue their education. They have chosen australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world.
- Australia offers traditional education in reputable schools, colleges and universities.
- Awards from Australian institutions of higher education are recognized internationally.
- Australian universities, colleges and schools have established networks of welfare and support to help overseas students.
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision.
- Living costs and course costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Festivals

- Logan loves senior's event.
- Brisbane international film festival
- Buddha birthday
- Warana festival

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary australian rock music.

The national museum of Australia opened as part of Australia's centenary of federation celebrations in 2001. It is co-located with the australian institute of aboriginal and torres strait islander studies in the nation's capital city of canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

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.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you find in America, Britain, and Canada where French is also spoken. As you improve your English in Australia you learn some of our slang and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our clean up Australia campaign is being adopted worldwide.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants, or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts ac, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all post offices and shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at many retail outlets in denominations of $a5, $a10, $a20 and $a50. Credit phones take most major credit cards such as American Express, visa, MasterCard and diners international and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are extremely popular and can be purchased from several retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the year 2000 Olympic games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organizations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While

There are over 120 sporting organizations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

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

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty.

Australia welcomes overseas students.

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

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

Cost of living and money matters

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in australia. Students can currently work 40 hours per fortnight during the college study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in australia to pay course fees. Students are not permitted to work if it interferes with their study.
Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as the fair work ombudsman to click on this websie:
Https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/internationalstudents
Family members may also be entitled to work if accompanying students. Please contact the immigration department or the college for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of immigration and border protection website http://www.immi.gov.au/students/ and http://www.immi.gov.au/students/_pdf/permission-to-work-students.pdf

Tax file number

All workers in Australia need a tax file number (tfn). When starting a new job, you need to inform your employer of your tfn by completing a tax file number declaration form; international students pay tax on their earnings; for further information please visit the website: www.ato.gov.au.
At the end of each financial year, international students need to apply for their tax return through an accountant.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash traveler's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash traveller's cheques.
It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 locals and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centers. Most shopping centers have automatic teller machines (atm) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at study in Australia

International students can access free banking from most of the main banks. It's easy and straight forward to open an account by popping into a branch with your passport and student card. The main australian banks are ANZ, Westpac, commonwealth and nab. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through atm's located throughout the city.
Http://www.westpac.com.au/   http://www.anz.com.au/personal/   http://www.nab.com.au/
http://www.commbank.com.au/

Normal bank trading hours
9.30 am – 4.00 pm Monday to Thursday
9.30 am – 5.00 pm Friday
Some banks are open Saturday mornings.

Credit cards
Credit cards are widely accepted around Australia. The most accepted credit cards are American Express, bankcard, diners international, MasterCard, visa and their affiliates.

Currency
Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. The coins used are the silver colored 5 cents, 10 cents, 20 cents and 50 cents and the gold colored $1 and $2 coins.
Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping
Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.
Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting
You should work out a budget covering accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered.
The average international student in Australia spends about $380 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. School students in Australia typically spend a little less - about $290 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle.

Accommodation
Accommodation and living cost.
The estimated living costs for an international student are approximately between a$ 17000 to 22000 per year. This covers food, accommodation, travel, entertainment, and clothing.

Sample monthly budget
Food: a$200 to a$350
Accommodation fee: A $350 – a$600 (for a room in a shared house or apartment)
public transportation: A $300 approximately per month (bus / trains)

Accommodation options for students:

- Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle.
- Hostel accommodation: this is a popular option for international students, especially in the first months after their arrival.
  - A small, furnished room is provided with access to a shared bathroom, laundry, and lounge.
  - It is recommended that students considering hostel accommodation options look at 2 or 3 properties prior to deciding. Many hostels are privately run and as such, come under the rooming house act. Please note, if a student signs a lease, they are covered by the residential tenancies act.
- Apartment / flat rentals vary greatly in cost and conditions. For long-term arrangements, it is strongly advised that the student is familiar with the suburb or area. For the purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason, international students are advised to secure short-term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and look at areas, they would like to live in.

While techie international college does not offer accommodation services or take any responsibility for accommodation arrangements, techie international college can give students information regarding external accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Some local options include:

Services	Victoria
Student accommodation service	Student accommodation services, se 3 259 bell street, Preston Victoria 3072. 03 9485 1900
Real estate	Realestate.com.au
Hotel	Student.com
Home stay	Homestay Melbourne Https://www.agoda.com/hotels/deals

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city center. Students can expect to pay approximately $150 - $350 per week for a room in a share house close to the city center.

The college does not offer accommodation services; however, the college is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to have accommodation organized prior to arrival in Australia.

The following types of accommodation are available for international students: -

1. Full board (home stay) au$200 - au$270 per week
2. Student house au$150 - au$200 per week
3. Half - board au$150 - au$200 per week (plus expenses).
4. Leasing a house/flat at$200 - au$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the international student welfare officer.

Some useful internet sites for housing are:

You can also access information on share accommodation at the following links:

student housing Australia - http://sha.com.au/

Share accommodation - http://au.easyroommate.com/?Gclid=clni9-sdummcfzcmvqodameamw study

in Australia - http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation

www.realestate.com.au

Www.gumtree.com.au

www.flatmatefinders.com.au

Health care

Australia has a very good health care system. All Australians pay a medicate levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services, available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have overseas student health cover (OSHC) for the duration of their student visa.

Medical issues

From time-to-time people may get sick and require access to medical professionals, hospitals, dentists and other health related services. All international students must have overseas student health cover (oshc) when they enrol. Students may arrange this for themselves with any of several health insurance providers.

Overseas student health cover (OSHC)

International students are required by the government to join a private health insurance scheme. The oshc premium cover must be paid before a student visa is issued. You will need to pay the oshc premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.
Links to their websites are:
Www.oshcworldcare.com.au
www.bupa.com.au
www.ahm.com.au
www.medibank.com.au
It is a visa requirement that all overseas students possess oshc while they are studying at the college.
We can arrange this for you prior to arrival with our provider OSHC world care. For further details or if you wish to arrange your own oshc contact oshc world care direct at www.oshcworldcare.com.au

Food

Due the diverse nature of Melbourne population international students has a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Meals in cheaper restaurants cost approximately Aud$10.00. However, this may vary depending on the season, suburb and quality of the eatery. Fast foods such as mcdonald's, kfc, pizza hut, nando's, subway, hungry jacks is also available and generally range from around Aud$6.00 - Aud$12.00. Indicative costs of groceries are milk 1 liter $3.50, bread 1 loaf. $3.50, apples 1 kg $4.00, potatoes 1 kg $2.00, eggs 1 dozen $3.00, cereal 1kg $3.00, fruit juice 2 liters $4.00, rice 1 kg $2.00, fish and meat vary enormously depending on type/ quality. Shoes 1 pair $75.00, jeans 1 pair $85.00, toothpaste 140g $3.00, shampoo 500ml $3.50 t-shirt $25.00, hairdresser $25.00 to $45.00, newspaper $2.50, cinema ticket $18.00

Whs (ohs) act

The act provides a framework to protect the health, safety, and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.
All workers are protected by the WHS act, including:
Employees
contractors'
subcontractors'
outworkers
Apprentices and trainees
work as experienced
students' volunteers.
Employers who perform work.
The WHS act also provides protection for the public so that their health and safety is not placed at risk by work activities.

Health and safety and hazard identification policy

All staff and students' health safety and comfort will be maintained in accordance with relevant legislation.

All operations of the college will meet the requirements of occupational safety and health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

According to the work and safety act potential hazards are eliminated, isolated and minimised any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

Procedures for implementation of hazard identification

Situations with potential to cause hazard to staff or students are identified and noted on the health and safety register.

Recommended actions are identified in accordance with appropriate authorities where necessary.

Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

Responsibility

Trainers are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the ceo on a day-to-day basis.

The ceo is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

Evaluation

Policies and procedures for student guidance and support will be evaluated by the audit team as and when deemed necessary throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

Health and safety procedures:

Evacuation policy

Display of evacuation notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly point

The assembly point is:

On the footpath outside adjacent buildings on Belfast Street for Broadmeadows campus.

First aid kits

First aid kits are kept in each building occupied by the college.

First aid procedures

If students are ill and need to leave class, they will tell the tutor who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the director.

Safety rules:

All persons on the college's premises must observe the following safety rules:

Do not run around the college, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something, you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

Emergency procedures:

The following procedures are to be followed in the case of an emergency:

Fire and explosion

sound alarm.

Initiate site emergency evacuation procedure.

Call fire service dial 000

Serious injury

Call for assistance.

Call ambulance dial 000.

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to the director

Bomb threat

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located.

Call police dial 000

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g., Shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow "serious injury" procedure referred to above.

Notify management.

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person's features, height, build, clothing, etc.).

Call the police dial 000.

Notify management.

Gas leak

Notify management, who will then notify gas engineers.

If, necessarily follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the audit team as part of the annual quality audit.

Covid -19 temporary arrangement:

1. This plan is applicable to all operations of the college and covers the expected behaviors of students, trainers and staff working during the pandemic period.
2. All staff/students must stay at least 1.5 meters away from each other.
3. All staff/students must follow the social distancing guidelines published by the DHHS
4. No staff and students are to attend the training location if they are unwell. If unwell the employee/students must return home and unwell employees/students are directed to arrange covid testing
5. Attendance at the training place following a test is not permitted until the results have been received as negative.
6. Any close contacts of a suspected covid case must not attend training location until they are advised it is safe to do so by dhhs representatives.
7. Any employee that can work from home must work from home.
8. All employees/contractors/ students attending a training place must always wear face coverings unless they have specific medical exemptions.
9. All employees/contractors/students must follow specific PPE requirements when delivering training.
10. All employees/contractors/students must wear face coverings when traveling to or from a training session.
11. All employees/contractors/students must wear face coverings when moving around the training facility such as using the restrooms or lunchroom.
12. All employees/contractors/students must wear face coverings and disposable gloves when conducting practical assessment activities if any.
13. Trainers may remove face coverings when delivering training content in the training room.
14. All students attending training must always wear face coverings.
15. All training equipment is thoroughly cleaned and wiped with alcohol wipes before and after training.
16. The frequency of cleaning all business-controlled training spaces has been increased.
17. Upon becoming aware of any confirmed covid cases the business will report this information to both the DHHS and work safe (unless already notified).

Preparing and responding to a suspected or confirmed case of coronavirus.

If the person with a confirmed case of coronavirus (covid-19) is deemed to have attended college while infectious, or could possibly have acquired coronavirus at training, the following steps will be undertaken:

a. Determine what areas of the college were visited or used by the confirmed case by referring to records of staff/student attendance at the training venue. The more accurate these details are and the more readily available, the more confident DHHS can be about which areas of the college need to be closed and for how long.
b. Consult with DHHS on whether the college or part of the college is required to close for a short period to facilitate cleaning and enable contact tracing. DHHS will determine whether to assign an outbreak management team and deploy DHHS staff to attend the college to perform a risk assessment and provide advice.

c. Work with DHHS to provide details that will assist in contact tracing such as records of staff/student's attendance and up-to-date contact details for staff/students should they be required. DHHS will contact anyone who is identified as a close contact of the case. In some circumstances, DHHS will ask the company to make first contact with relevant staff members/students with agreed messages.

d. Open outside doors and windows to increase air circulation and close off the affected area before commencing cleaning and disinfection.

e. Organise for the cleaning and disinfecting of all areas that were used by the confirmed case. The workplace or part of the workplace as determined by DHHS should remain closed until this is completed.

f. Wider cleaning and disinfection of the site, paying attention to high-touch areas as may be advised by dhhs.

g.

Important websites

18. Department of immigration and border protection http://www.immi.gov.au
19. Department of education www.education.gov.au
20. Student hotline: 1300 363 079
21. Study in Australia http://www.studyinaustralia.gov.au
22. The Australian commonwealth register of institutions and courses for overseas students http://www.cricos.dest.gov.au
23. National code 2018 Http://www.aei.dest.gov.au/aei/esos/nationalcodeofpractice2018/default.htm
24. IELTS http://www.ielts.org.au
25. Department of immigration and border protection http://www.immi.gov.au
26. Department of education www.education.gov.au
27. Www.training.gov.au
28. Http://australia.gov.au/about-australia
29. Http://www.abs.gov.au

Policies and procedures

Access and equity policy

The college code of practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are always met.

Complaints and appeals

If student's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another college staff member. College staff attempt to resolve this in an informal manner to the students' satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form from reception or from website (proposed). The appeal will be dealt with in accordance with the complaints and appeals policy and procedure.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process. The overseas student ombudsman is the external appeal body.

The overseas student ombudsman reviews the case to identify if the college has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

Further information on the complaints and appeals process can be gained by contacting techie international college at info@techie.edu.au or from college website.
Students initiated deferral or suspension of enrolment.
Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the college using the student deferral, suspension or cancellation application form or in writing by email, fax or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the college will report your deferral of commencement or suspension of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Student cancellation of enrolment and fee refunds

Cancellation of enrolment trigger the refund arrangements in the written agreement between the college and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the college training manager. The student refund application form, available from the college, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and include a statement explaining how the refund was calculated.

The college reports your cancellation of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local dibp office or phone the dibp helpline 131 881.

Techie international college protects students' fees through the tuition protection service (tps). Where a cancellation is requested, students are required to complete a request for cancellation form. A refund, if any, is governed by some conditions and will be processed only upon receipt of the request of refund. For more information, students can email at info@techie.edu.au for the updated fee refund policy and procedure or from college website.

College initiated suspension or cancellation of Enrolment

The college may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, non-payment of fees or unsatisfactory course progress. If the college is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal through college's internal complaints and appeal process against the college suspension or cancellation. The college will report any suspension or cancellation to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

College deferral of commencement

The college may also decide to defer the commencement of a course. If the college defers the commencement of a course the provider default conditions in the written agreement between the college and the student will be triggered and the college will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the college will report its deferral of commencement to doe which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local dibp office or phone the DIBP helpline 131 881.

You can download techie international colleges defer, suspension and cancellation policy from our website.

Department of immigration and border protection

According to the dept. Of immigration and border protection (DIBP) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely 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 the DIBP website and the study in Australia website.

Full time study and attendance

Students studying at techie international college are regarded as full-time students. This means that you will be required to attend all your scheduled classes for 20 hours per week. Students who do not attend classes are more likely to fail to maintain satisfactory course progress. If you fail to achieve satisfactory course progress for two consecutive study periods, Techie International College is legally required to report you to the department of education. This may lead to your student visa being cancelled.

Overseas student health cover

Overseas student health cover (OSHC) is insurance that provides cover on 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. You can find out more about purchasing OSHC at the department of health and aging

Satisfactory course progress

It is a requirement of your student visa to maintain satisfactory course progress. If you do not maintain satisfactory academic progress during your course, you will be reported to DIBP which will lead to cancellation of your visa. Unsatisfactory academic progress is defined in the esos legislation as failing more than 50% of units in any two consecutive study periods. If this occurs the college will report, you to DIBP. A study period is one term of study.

To assist you maintain satisfactory course progress the college will monitor your academic progress, identify students who are "at risk" of breaching this requirement and act to assist students who are "at risk" through meetings, counselling sessions and other strategies. Student progress will be monitored during a study period and at the completion of each study period.

Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:
- Fails more than 50% of units in a study period; or
- Fails two or more core units in a study period; or
- Fails a prerequisite unit in a study period; or
- Fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
- During a study period falls behind the trainers/assessors expected progress and is reported by the trainer /Assessor to the training manager
- Is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the training manager in accordance with the college completion within the expected duration procedure; or
- Is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student's capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the "at risk" status as prolonged absences for any reason place a student at risk of failure and is reported to the training manager.

Failing a unit means being assessed as "not yet competent" for a completed unit.

To have the best chance of maintaining satisfactory progress you must:
- Attending all theory and practical classes and pay attention to the work and activities undertaken in class.
- Study the theory and practice the skills that are taught in class.
- Ensure that you are present for all assessment activities scheduled by the teachers and
- Make an appointment with the student contact officer if you are having any difficulties with your studies.

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12.

Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enroll in whilst in Australia. School fees vary depending on the school. Details about all the school can be found on https://www.australianschoolsdirectory.com.au . Intending students with dependents should budget for school fees, living costs and health insurance in their calculations.

If you are intending that your dependents will attend a private school in Melbourne, you will have to contact the specific school to obtain information of fees.

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 dependents 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.
- The Australian diplomatic mission in your country can tell you which state schools are registered to take international students. Fees are payable by international students at all state schools unless you:
  - ➢ Are in receipt of sponsorship or scholarships from the Australian government (e.g., The Australian development scholarship, IPRS);
  - ➢ Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the state government for the dependents to be exempt from school fees.
- 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.

Student transfer

Under the esos framework, the college cannot enrol students seeking to transfer from another college before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the college for a letter of release. The six months is calculated as six calendar months from the first day of your principal course.

Your principal course is usually the final course of study you will undertake. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the college administration for a copy of the transfer procedure and the application form. Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

- They have completed more than 6 months of your principal course.
- They are a government sponsored student, and their sponsor supports a transfer.
- Their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course.

Transferring between providers may impact your student visa. Students should contact the department of immigration and border protection (DIBP) prior to transferring to another provider so they can establish how transferring will impact their visa.

Use of personal information

Information is collected during your enrolment in order to meet the college obligations under the ESOS act and the national code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. 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 registration authorities and providers of education and training to overseas students 2018 and the national vocational education and training regulator act 2011.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian government and designated authorities and, if relevant, to the national vet regulator the Australian skills quality authority (ASQA) and the national center for vocational education research (NCVER) and the tuition protection service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of vet quality framework that students can access personal information held by the college and may request corrections to information that is incorrect or out of date. Apply to the training manager if you wish to view your own records. Once the request has been approved the training manager will arrange a time for you to view your own records. You must view your records at the college, and you cannot take records away from the college.

Student code of conduct

The purpose of the student code of conduct is to ensure that there is a peaceful and comfortable study and work environment at techie international   all students and staff. This student code of behavior applies to all students of Techie International College across all courses.

Student rights:

All students have the right to:
- Be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- Be free from all forms of intimidation.
- Work in a safe, clean, orderly and cooperative environment.
- Have personal property (including computer files and student work) and the registered training organization property protected from damage or other misuse.
- Have any disputes settled in a fair and rational manner (this is accomplished by the complaints and appeals procedure).
- Work and learn in a supportive environment without interference from others.
- Express and share ideas and to ask questions.
- Be always treated with politeness and courteousness.

Student responsibilities:

- Students will not engage in cheating or plagiarism or collusion.
- Students will submit work when required.
- Students will always meet the requirements, terms and conditions in the student agreement including payment of fees.
- Students will maintain consistent attendance by attending all required classes and assessments.
- Students will undertake all reasonable efforts to maintain satisfactory course progress.
- Students "at risk" of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the college in consultation with the student.

For non-compliance with the code of conduct the following procedure for discipline will be followed:
1. A member of the college staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behavior & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. Where there is a second breach of the student code of behaviour, students will be invited for a personal interview with the training manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file. (Step 2)
3. Should a third breach of the student code of behavior occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included in the student's personal file. (Step 3)

After the three steps in the discipline procedure have been followed, and breaches of the code of behavior continue, training services will be withdrawn, and the student will be sent a student deferral, suspension or cancellation warning letter.

Failure to attend scheduled meetings may result in the college deciding to defer, suspend or cancel a student. Enrolment.

If the college intends to suspend or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the college. If the appeal is not upheld or the student withdraws from the appeal process, then the college must report the student to DOE and DIBP via prisms. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Suspension or cancellation of your enrolment must be reported to DIBP and may affect the status of your visa.

At any stage of this procedure students can access the college's complaints and appeals procedure to settle any disputes that may arise.

Issuance of certificates

The issuance of certificates will be done in accordance with Techie International College's issuing certificate policy and procedure. Processing will normally take twenty (20) working days, provided all paperwork and fees are cleared.

Work health and safety (WHS) /occupational health and safety (ohs) and other legislative requirements.

Techie international college is committed to providing a healthy and safe workplace and to eliminating conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment, and which meet the various statutory compliances.

In summary, under our whs/ohs policy, students are:
- Required to take reasonable care of themselves and others in the college.
- Have a responsibility to co-operate with all health and safety provisions.
- Have a responsibility to comply with relevant whs/ohs management.
- System policies, procedures, and programs, as appropriate
- Must not bypass or misuse systems or equipment provided for WHS/OHS purposes.
- Are required to always carry a student identification card while on of techie international college premises.

For more details on whs/ohs, please refer to techie international college's compliance with legislation policy and procedure. The document also includes policies and procedures on:
- Anti- discrimination
- Emergency
- Environment
- Privacy
- Bullying

Student transfer policy and procedure (national code standard 7)

The purpose of this procedure is to ensure Techie International College complies with standard 7 of the national code of practice 2018-part b standard 7.

The rto must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or standard 7 of the national code.

No fee can be charged to the student by the college for issuing a letter of release.

Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with standard 7 of part b the national code.

If a letter of release is refused by a registered provider a student may appeal the provider's decision.

For more information on this policy, please contact the college at info@techie.edu.au or from college website.

Student information policy & procedure

Techie international college employs an effective student information policy and procedure to inform all potential students about the training, assessment, support services and their rights and responsibilities prior to enrolment.

Techie international college ensures that the information provided accurately represents facilities, practices and resources.

The ceo is responsible for implementing this policy and reviewing its effectiveness.

This policy is implemented in compliance with the requirements of the standards for registered training organizations (RTO'S) 2015 standards 4 and 5 and the national code of conduct part b standards 1,2 and 3.

For more information on this policy, please contact the ceo at info@techie.edu.au or from college website.

Monitoring progress of each student policy procedure

(National code standard 8)

Policy: to outline the policy for monitoring the academic progress of international students to enable the identification and support of those at risk of not progressing academically, as required under the education services for overseas students (ESOS) act 2000 and standard 8 of the national code 2018.

1.1 Techie international college monitors student's course progress to assist them in completing their course within the expected course schedule as stated on their coe.

1.2 In order to meet the requirements of the national code 2018, Techie International College will monitor academic progress of international students and implement intervention strategies where necessary.

1.3 This policy applies to all international students on a student visa enrolled in a CRICOS registered program at techie international college and the staff involved in training and assessment delivery and in the management and support of international students.

1.4 The national code 2018 has two standards that relate to academic progression of international students. Standard 8 completion within the expected duration of study standard which requires techie international college monitoring the progress of each student to ensure that the student can complete the program within the expected duration, as specified in the student's confirmation of enrolment (COE).

1.5 Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, Techie International College reviews the results of all international students at the end of each study period. At the same time, Techie International College will also check the student's progress towards completion of the program within the specified duration as per this policy.

1.6 Techie international college provides support in accordance with the college student support policy and procedure to assist international students completing their course within the expected duration.

1.7 Techie international college extends the duration of an international student's coming in the limited circumstances identified in item 1.11 of this policy and procedure.

1.8 Techie international college does not deliver more than 25% of a scheduled course to international students in any one study period by online or distance learning.

1.9 If due to exceptional circumstances identified in item 1.11 of this policy and procedure, the Techie international college amends an international student's Coe via prisms, it issues the new Coe to the student and places a copy in the student's file.

1.10 International students study at least one unit that is not distance or e learning in each study period.

1.11 Techie international college extends the scheduled duration of study in the following exceptional circumstances:

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:
    - Involvement in or witnessing a serious accident.

- Witnessing or being the victim of a serious crime.
- Where the college was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- If student is at risk of not achieving satisfactory course progress and the college is implementing its intervention strategy that requires the period of study to be extended (reference student support policy and procedure)
- If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the college deferment, suspension or cancellation of enrolment policy and procedure.

1.12   Reasons for the changes to the duration of their course are recorded in the student's file.

1.13   International students full time load is considered as a minimum of 20 scheduled hours of attendance per week unless
- There are compassionate or compelling circumstances for reducing the load.
- The reduced load is part of the college s intervention strategy.
- The students study load has been reduced through a successful credit transfer application.
- The students study load has been reduced through a successful recognition of prior learning application.
- Part of the course is delivered via distance learning.
- Pre-requisite units are not available in that study period.

1.14   The duration of the study period is between 10 to 13 weeks depending upon the course enrolled (excluding breaks).

For more information on this policy, please contact the CEO or collect the current copy of this policy from techie international college office reception or from our website.

Monitoring international student academic progress policy & procedure (national code 8)

1.   The national code 2018

This policy/procedure supports 'standard 8 – monitoring course progress' of the 'national code of practice for registration authorities & providers of education & training to overseas students 2018.'

2.   Policy

2.1   Techie international college monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with this policy and procedures.

2.2   Techie international college has and implements this policy and procedures for each course, which must be provided to staff and students, that specify the:
   a.   Requirements for achieving satisfactory course progress.
   b.   Process for assessing satisfactory course progress.
   c.   Procedure for intervention for students at risk of failing to achieve satisfactory course progress.
   d.   Process for determining the point at which the student has failed to meet satisfactory course progress; and
   e.   Procedure for notifying students that they have failed to meet satisfactory course progress requirements.

2.3   Techie international college will assess the course progress of the student in accordance with this policy and procedures at the end point of every study period.

2.4   This policy and procedure is implemented to ensure that students who are at risk of failing to meet their course progress requirements are notified and counselled. Under section 12 of the **education services for overseas students (**ESOS) act, students who have breached the course progress requirements are to be reported to the relevant government body.

2.5   The following procedures will ensure that all students' academic performance is monitored, and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.

2.6   The process for assessing satisfactory course progress is identified by the number of units assessed as 'competent' within one term – that is, a student must be deemed 'competent' in at least 50% of the total number of units assessed throughout a term (study period).

Duration of study period (excluding holidays) - terms (10 to 13 weeks)

2.7 The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
   a. Notified when close to falling below the required academic performance for a single term.
   b. 1st warning when falling below the required academic performance for a single term.
   c. 2nd warning when close to not achieving the required academic performance for a consecutive term.

2.8 Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the department of immigration and border protection (DIBP)(www.border.gov.au) through prisms. Website for prisms: https://prisms.education.gov.au/logon/logon.aspx .

2.9 The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables techie international college and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the DIBP.

2.10. All staff is to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

For more information on this policy, please contact the training manager or collect the current copy of this policy from RTO office reception or from our website.